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v.29, no.7
Jan. 1987

29, No. 7 January, 1987

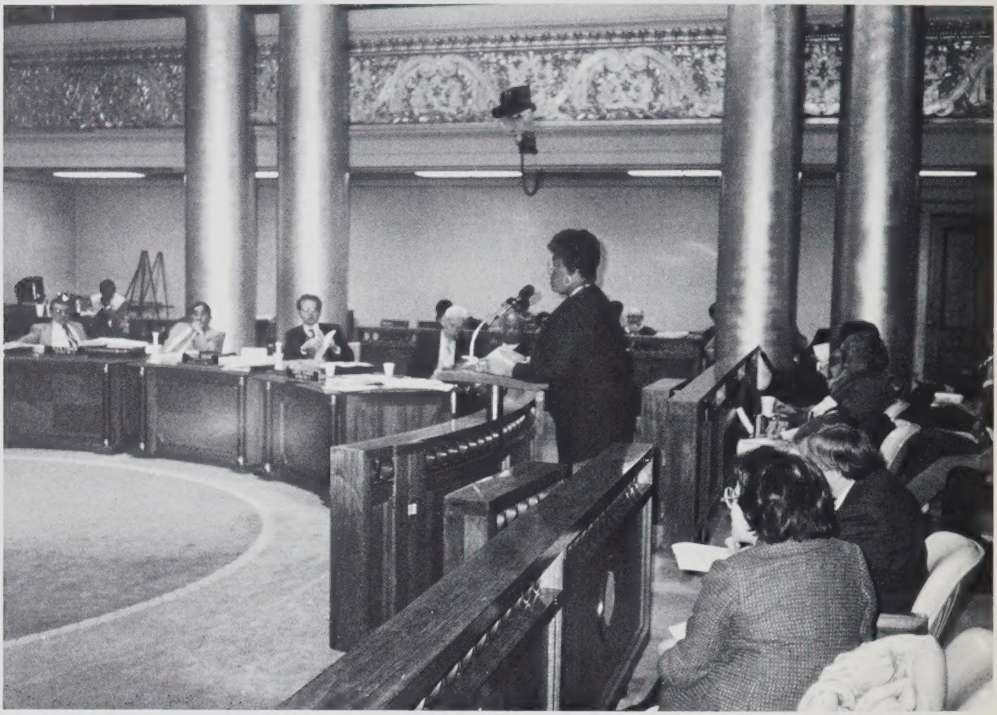
Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Nakadegawa assumes Board presidency

Transit trends and topics

Re-route plan gets varied reaction



VOICING VIEWS — Rider Betty Wright (at podium, top photo) and two dozen other speakers voiced mixed views during a January 8 public hearing on possible rerouting of downtown Oakland bus service. The District had distributed widely a newsletter (being studied by attendees in photo below) detailing proposals to disperse selected lines, thereby reducing commute-hour traffic in bus stops on Broadway and 14th. The proposals were developed by a study group comprised of District staffers, city planners, and Oakland civic and business representatives.

DOWNTOWN PERSPECTIVE — Oakland Chamber of Commerce President Bill Downing (above) and some downtown interests endorsed the proposals, while others voiced opposition. This public hearing, at City Hall, also involved five City Council members, since the proposed program can't be implemented fully unless Oakland makes Franklin a two-way street. Aim of the participants who developed the proposals is reduced traffic congestion in the area of 14th and Broadway.

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Roy Nakadegawa
President

Jerome G. Wiggins
Vice-President

Nakadegawa takes top Board post

Veteran policy-maker *Roy Nakadegawa* was selected by fellow Directors to serve as 1987 Board President during annual balloting at the December 12 meeting. Director *Jerome G. Wiggins* was elected Vice-President.

Nakadegawa, a member of the Board since 1972, will be serving his second term as President. The Berkeley resident was most recently returned to office as a Director-at-Large in the November, 1986, elections.

A senior civil engineer for the City of Richmond, Nakadegawa has visited and studied mass transportation systems in the Orient (including Hong Kong, the People's Republic of China, and Japan), and in North America and Europe.

The Board's new Vice-President is a transportation analyst with the Metropolitan Transportation Commission who was first elected to the District's Board in 1984. Wiggins represents a western Contra Costa County constituency.

Nakadegawa succeeds Ward V Director *Linda Shepard* in the top Board post, while Wiggins' immediate predecessor as Board Vice-President is Ward I Director *Michael Fajans*.

Both Board officers are residents of Berkeley.

Discussing his priorities for the coming year, Nakadegawa stated that his Board presidency will focus on two essential tasks: providing reliable on-street bus service by achieving maximum productivity from AC Transit's workforce, and seeking an effective long-term solution to what has become an annual budgetary crisis.

"AC Transit's constituents need, want and support bus service," says Nakadegawa. "Patrons contribute to operating costs at the farebox, and the public continues to demonstrate its broader support — as evident in the half-cent transportation tax approved in November by Alameda County's electorate.

"This year we will intensify efforts to communicate the transit funding facts to Sacramento and the nation's Capitol — to convince them that their continued support also is necessary to assure the viability of vital mass transit service, including AC Transit."

AC Transit's role within the metropolitan East Bay is a crucial one, Nakadegawa stresses, since three-fourths of the System's riders report that they have no other transportation alternative.

To meet this responsibility, "The District must focus on its obligation to operate economical, efficient, safe, convenient, and attractive mass transportation in 1987."

THE COVER — During the Directors' first 1987 meeting, a gavel mounted on a commemorative plaque was presented by incoming President Roy Nakadegawa to Linda Shepard, who had just finished a year as the Board's top officer. In addition to accepting the official gavel, Nakadegawa assumed leadership of the District's policy-making body for the current calendar year. Directors also presented Shepard with an embellished copy of a previously-adopted resolution commending her leadership in promoting the transportation tax approved by Alameda County voters last November, funding future bus service improvements, operations and maintenance.

New ticket will aid train/bus riders

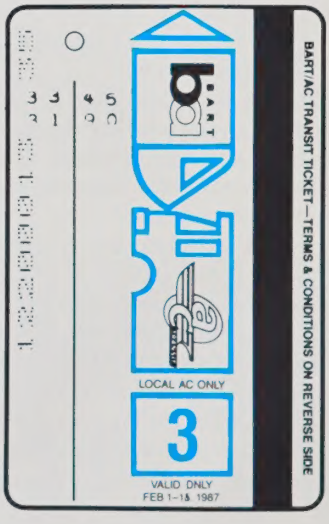
Beginning February 1, a new fare prepayment instrument goes into effect on AC Transit local bus service. This new ticket — titled "AC/BART Plus" — also is valid (within limits) for trips within the BART train system. It's designed for the frequent BART rider who, on occasion, also makes use of local Eastbay bus service.

"AC/BART Plus" works just like the familiar 'Show-and-Go' Monthly Pass for riders on the District's local bus service — except that it's good only for half a month. During each effective time period, the rider simply shows a valid "AC/BART Plus" to board for local trips only.

To determine the ticket's effective period, drivers simply look at the large number on its face — indicating the semi-monthly period during which it's to be honored. For example, "3" means the third semi-monthly period of 1987: February 1st to the 15th. The numeral "4" would indicate the fourth semi-monthly period: February 16th to the 28th. (To preclude the possibility of arguments about the valid period, the actual effective dates also are printed on each ticket.)

For users, "AC/BART Plus" gains entry to the BART system just like any other BART ticket. It has specific stored-value, which depletes each time the ticket is inserted in fare gates. Since a range of initial value is required to cover BART trips of various lengths, the ticket may be purchased in any of eight values — ranging from $20 to $53 for each semi-monthly period.

The "AC/BART Plus" will be made available to the public through the District's customer services offices, BART's ticket office, and other selected outlets. Informational and promotional materials will include a new hanger-flyer on buses, geared to help answer riders' questions about the new ticket.



Board meeting notices To get added visibility

Agendas for all meetings of the AC Transit Board of Directors, including all committee meetings, will be posted for public inspection at least 72 hours prior to each session in the Lobby Office at District headquarters, 508 16th Street, Oakland.

This new posting practice is an added agenda distribution channel (joining direct mailings and news releases) to ensure full conformance with recent revisions in California's "Brown Act" (the state's open meeting statute).

The posted agendas will be displayed for the public's information needs during any hour of the day or night and also, as circumstances require, on weekends and holidays. The postings will be readable from the street, accessible for perusal even when the building is closed.

District Directors have a long established policy of encouraging public comment on agenda items — and on any other matters of patron or public concern. For information on any agenda item, interested parties also may contact the District Secretary's office: (415) 891-4863.

Comments of a more general nature, including suggestions, questions and complaints, should be directed to the District's Customer Relations Office: (415) 891-4700.

Richmond improvements begin

REAL GROUND BREAKING — Construction is underway on Richmond Division's facilities improvement program (including this ripping up of pavement on January 12) — part of the $12.5 million rebuilding plan. Initial work was launched in mid-December as construction crews began preparation for development of a modern bus operating division which will be fully functional in late 1988. In the meantime, operational, maintenance and clerical personnel are tackling the challenge of maintaining full service from the existing site at 21st Street and Macdonald Avenue, as simultaneous re-vamp of the yard takes place.

Driver and four long-time transit retirees meet deaths

Several deaths from among District ranks occurred in early winter.

Willis Crutchfield, 60, a driver at East Oakland Division with 30 years of service, died December 1. His home was in Emeryville.

He is survived by his widow, Gilda, and four children: Micheal, Sonya, Dedra, and DeShawn.

Carl L. Glover, 58, a former Newark Division driver who retired in 1980 after 16 years of service, died November 28 in Milpitas. He was a Newark resident.

Survivors include his widow, Martha, and son, Mark.

Another former driver, *James A. Wright,* 59, of Fairfield, who worked out of Seminary (East Oakland) Division before his retirement in 1979, died December 3. He had completed 24 years of service prior to retiring.

Wright is survived by his widow, Carolyn, and five children: Larry, Barbara, Linda, Donald, and Daryl.

Vincent Montano, 62, who was an Emeryville Division driver when he retired in 1977, died December 2 in Livermore. He was a veteran of 20 years of transit service.

Montano, whose home was in Concord, leaves five children: Gloria, Anthony, James, Virginia, and Donna.

William R. Beckett, 88, who retired in 1967 as an Emeryville Division supervisor after 33 years of transit service, died December 5 in Oregon. Surviving is a daughter, Barbara Beckett Sarles.

Beckett's transit employment began in 1934.

CAROLLING COMMUTER — Line H rider Franklin Ponder, bound for Albany, joined General Manager Gene Gardiner in an impromptu duet.

Holiday happening lifts Spirits at SF Terminal

NOEL NOTES — General Manager Gene Gardiner (at top, second from left) joined a sizeable contingent to perform seasonal songs for transbay commuters in San Francisco this year. The group included (left to right) Dispatcher Joe Tating (on drums), Driver Skip Carr, Dispatcher Bob Turner, Drivers Jeni Sessions and Fred Leonetti, and Road Supervisor Paul Aiello. "Santa's Helper" Gloria Gaines, of Personnel (above left) dispensed holiday cheer and candy canes while (above) Richmond Division Driver Fred Leonetti shared carols and comments with radio news reporter Deborah Martinez.

Our 'Stockholders' Write

I left a lunch box and a bag of hardware on the bus in Hayward. Later, I went down to the South Hayward BART station to try and track down these items. The hardware was not critical, but my lunch box contained important documents.

I would like to express my thanks to your driver *Belita Ragsdale* for her help. Thanks to her I was able to recover the lunch box that same night. She really made a sincere effort to help me.

Charles E. Tocci
Hayward

* * *

I am writing to tell you that you have an extra special driver working for you. Her name is *Debra Lanier,* who greets her passengers with a smile and answers their questions in a brief, courteous manner.

She is especially considerate of the elderly and handicapped. Yesterday, she was kind, helpful and efficient in helping a young man in a wheelchair board the bus and get situated for the ride, and then again when he left the bus (I have seen other drivers communicate their displeasure at having to do this).

Elaine M. Chivello
San Leandro

* * *

Many of your employees appear to be getting better daily. They are so courteous, kind, patient and understanding. When I boarded the bus at 13th and Franklin, a very nice young lady *(Karen McGowen)* was in charge and discharged her duties very well.

Priscilla Ann (Scotlan) Charles
Oakland

Mr. *Doyle Dewberry* and *Ms. Joy Graner* were very interesting speakers representing AC Transit on the topic of courtesy to the handicapped. The buses being able to transport handicapped people opens a lot of freedom. It gives them independence and, best of all, it doesn't set them off from the rest of society.

I remember the times I would move so the elderly people could sit in front. At times, some people with wheelchairs would come on board, and I thought it was just great. The film ("Riding Together") really demonstrates my thoughts.

Hortencia Flores
Bishop O'Dowd High School

* * *

I live right next door to the bus yard and several times, as the bus was going by my house after leaving the coach stop, Driver *A. L. Green,* whose bus I catch most weekday mornings, saw me locking my front door and briefly stopped so that I wouldn't miss it and be late for work.

I appreciate that and other courtesies.

D. M. Andersen
Oakland

* * *

I usually catch the 88 bus each morning at 5:54 a.m. in Berkeley, and I must transfer to a bus at University and Sacramento. I find I have no problem when I ride with Driver *Rudolph Colar.*

This note is to tell your company that I find him to be very considerate, helpful, and a good representative for AC Transit.

Norma Green
Berkeley

Actions of the Board

At an adjourned regular meeting November 25, the Board of Directors:

- Authorized General Manager to contract with Winston Network, Inc., for five-year extension of bus advertising network, on motion of Director Wiggins.
- Approved resolution expressing the District's appreciation and commendation to President Linda Shepard for her effort toward formulating and promoting the Alameda County transportation tax measure, which won approval in the 1986 General Election, on motion of Director McDonnell.

* * *

At an adjourned regular meeting December 12, the Board of Directors:

- Approved participation of Director of Administration, as invited, in American Society for Training & Development's annual conference design activities; approved travel of two District representatives to International Conference on the Visually Impaired Traveler in Mass Transit, January 11-12 in Washington, D.C., on motion of Director Rinehart.
- Authorized General Manager to negotiate contract with CPC Associates for a direct mail advertising project to extend over a six-month demonstration period, on motion of Director Bettencourt.
- Authorized General Manager to issue Request for Proposal for a Classification Analysis and Salary Compensation Study, on motion of Director Rinehart.

Transit-Times

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JEROME G. WIGGINS ..... Vice President
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MICHAEL H. FAJANS ..... Ward I
PETER SMITH ..... Ward III
WILLIAM J. BETTENCOURT ..... Ward IV
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Leland Skilling ..... General Superintendent, Richmond
Keith Steckley ..... General Superintendent, East Oakland
Sterling Stewart ..... General Superintendent, Hayward
Tom Swanson ..... General Superintendent, Emeryville
B. F. Williams ..... Operations Center Manager

- Approved renewal for 1987 of contract with legislative consultants, on motion of Director Rinehart.
- Elected Roy Nakadegawa President and Jerome G. Wiggins Vice-President for 1987, on motion of Director Bettencourt (see story, Pg. 3).

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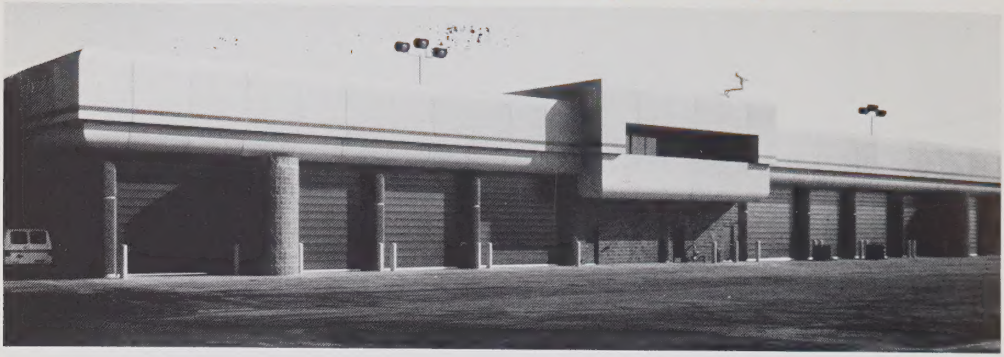
Transit-Times

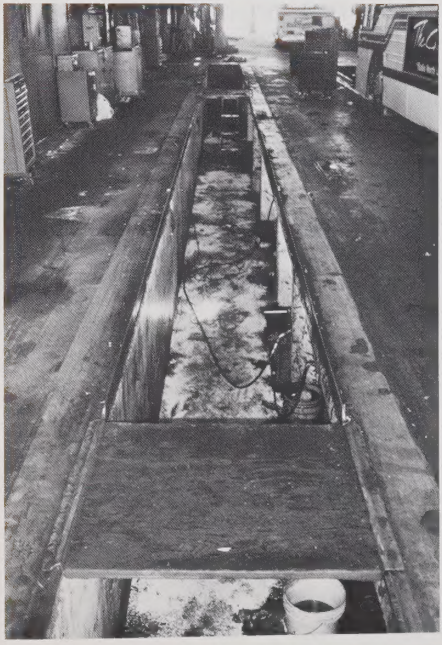
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

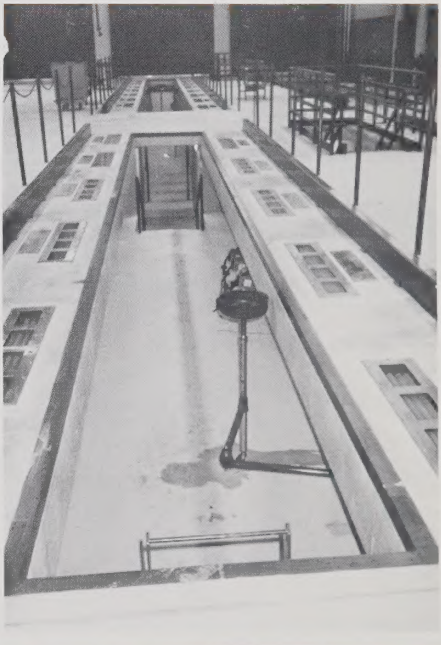
New two-mode Pass marketed

Division maintenance facility opens



SERVICE-READY — When this picture (above) was taken, the new maintenance building at Emeryville Division awaited the buses which began rolling in just after the keys to the facility (right photo) were turned over February 13 by John Thomson, Jr., (far right) of Kaiser Engineers, project construction managers. Accepting the keys were Emeryville General Superintendent Tom Swanson (center) and division Maintenance Superintendent Herman Johnson. Upgraded equipment and new work stations will greatly assist in improving the division's capability of putting equipment on the street, as old, well-used service areas (bottom left) give way to the new (bottom right).





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Sacramento appearance

Priorities for transit are sought

AC Transit General Manager *Gene Gardiner,* in special testimony before the California Transportation Commission (CTC) in Sacramento February 19, urged public opinion leaders and policy-makers to reorganize thinking and programs to emphasize "higher capacity vehicles getting higher priority" in addressing the State's ever-growing urban traffic problems.

The comments were made at hearings on solving urban traffic congestion.

"AC Transit came here to urge development of a new partnership in closer relationship with the CTC to tackle jointly many tasks required to ease tomorrow's commute-hour crunch," Gardiner said.

He stressed that CTC should be more forceful in directing strategic planning efforts in partnership with regional and local transportation groups, then he outlined a five-point program in which the CTC, working closely with AC Transit, BART, and the Metropolitan Transportation Commission, could develop East Bay highways to assist public transit in better using them to meet projected future commute-hour demands.

Transit strain

Gardiner stressed that AC Transit has more difficulty today than it had 20 years ago in getting on and off freeways, as well as traveling them. He noted that increased traffic congestion required more buses and more drivers simply to meet current frequency of schedules and intervals between each bus.

He urged the CTC to support various transit projects, such as high-occupancy-vehicle (HOV) lanes for car-pooling, park-and-ride facilities, and exclusive throughway lanes for buses.

"In commute-hour choke points like the Bay Bridge corridor," Gardiner said, "It is more economical to look at person-trip capacity (total commuters) than to accommodate single-occupant autos."

Gardiner said candidates for the multi-modal improvements included East Bay freeways such as Highways 80, 580, 680 and 880 — all of which could benefit from improved "person-trip" enhancements, such as high-speed express bus service via HOV lanes, or fixed bus guideways.

Funds and guide-lines

He pressed the commission also to give more emphasis to funding transit and HOV improvements in future freeway projects, and to require more effective state guidelines for incorporating transportation concerns into land-use planning. The CTC, he said, "needs a long-range effort to generate effective state-wide guidelines on the incorporation of transportation into urban land-use planning."

To emphasize the potential effect of reduced public transit service in the Bay Area, Gardiner pointed out that the three largest public transit agencies — San Francisco MUNI, AC Transit, and BART — are interconnected and interact with one another as well as the private automobile.

"BART and AC Transit account for more than 50% of the trips in the a.m. peak commute within the Bay Bridge corridor," he said, stressing that the span can't handle more vehicles during peak hours:

"Another five Bay Bridge traffic lanes — which would equate to building another entire bridge — would be required to handle the cars needed to replace current mass transit patronage."

THE COVER — A mammoth "AC/BART Plus" introduced the Bay Area's newest intersystem fare card to the public in February. Veteran East Bay lawmaker Joe Bort (center), a long-time transit supporter, purchased the first ticket during introductory ceremonies at BART/Lake Merritt. Also participating were (l-r) General Manager Gene Gardiner; Keith Bernard, BART's chief executive; Margaret Pryor, president of BART's Board of Directors; and District Board President Roy Nakadegawa.

Richmond marks safe driving milestone

Richmond Division employees celebrated six consecutive months of beating their safe driving goal when personnel, including maintenance and clerical workers, were treated on February 12 to breakfast and lunch in recognition of the half-year milestone. "This is an outstanding accomplishment," said Richmond General Superintendent *Lee Skilling*. "It shows what can be done when drivers conscientiously apply their skills."

Safety Department sets miles-per-accident goals, against which each division's drivers are judged each month.

Safety feat pays off in party meals

On hand to join in filling their plates during the day set aside to mark Richmond's safe-driving record were (top) Cleo Richardson and Julie Durham; (right) Eddie Hatfield; and (left) Brenda Pernell.

Among Richmond employees helping to earn safe-driving honors over a six-month period were (left) Charles Franken and Benjamin Franklin; and (right) Eugene Abuan.

TOPS FOR '86 — Richmond Driver James C. Taylor receives congratulations and a commendatory plaque from Board President Roy Nakadegawa after being selected AC Transit "Employee of the Year". Sharing the spotlight with Taylor at the divisional ceremonies were wife LaVerne and grandson Jeffrey. Later, Taylor received more congratulations in a scheduled appearance before the entire Board. Taylor's selection was based on exemplary attendance, safe-driving, and service over the course of his three-decade career. Also honored during February were "Employees of the Quarter": Norman Grant, driver; Richard Prewitt, mechanic; Earl Horton, selectee in the non-union category; and Claudia White, clerical. The former are with East Oakland Division, and White is with Finance at the General Office.

Amos Blackmon becomes 62nd 25-Year Safe Driver

"Have a good attitude, don't follow too closely, stay alert," says Emeryville's Amos Blackmon (center), the 62nd to become a 25-Year Safe Driver. He's shown at a January 30 ceremony with General Manager Gene Gardiner (left) and George Grandison, director of operations.

The way we were . . . 1957-58

Vignettes of the past, as gleaned from AC Transit historical files.

The fledgling Alameda-Contra Costa Transit District's initial annual report (issued June 30, 1958) offered facts and figures indicating, the document promised, "how the newly-formed District achieved maturity in the short span of eighteen months".

Though this might be dismissed as hyperbole (considering that full-time employees numbered only five and bus service would not be inaugurated by the new public entity until late 1960), there is no question that relatively few had accomplished a great deal in 18 months toward a massive challenge, defined in the report as: "how to transform the concept of a transit district, as created by the voters, into a live, functioning organization . . ."

Certainly, the figures read like happy fantasy to late-1980's eyes: nearly half the 1957-58 budget of $149,200 went unspent, to be carried into the following fiscal year.

Names familiar over the subsequent 30 years appear in this first-ever annual report: Alan L. Bingham and Robert E. Nisbet, early staff members who would later serve as General Managers; and William J. Bettencourt and John L. McDonnell, who began long tenures as Directors with their elections to the original Board.

Alameda-Contra Costa Transit District

STATEMENT OF REVENUES AND EXPENSES

For the Fiscal Year ended June 30, 1958

Revenues:		
Proceeds from taxation		$142,885.21
Expenses:		
Engineering service and planning	$33,778.13	
Salaries	25,198.00	
Directors' fees	4,260.00	
Auto and travel	4,106.99	
Stationery and office supplies	2,261.26	
Legal expenses	2,146.77	
Rents	2,177.79	
Secretarial fees	1,682.39	
Telephone and telegraph	860.26	
Public information	566.44	
Dues and subscriptions	639.23	
Other general expenses	1,468.10	
Interest	616.67	
Depreciation	374.22	
Total expenses		80,136.25
		$ 62,748.96

Our 'Stockholders' Write

I was on your 64 bus when one of your passengers became very ill. I want to report how very efficiently and effectively your driver, *Wilma Jones,* handled this situation.

She phoned for another bus for the other passengers while she remained with the patient. Then she called 911 for assistance. She showed concern for the sick man and consideration for the other passengers. During this ordeal, she kept very calm.

Sister Margaretha Bigda
Sisters of Notre Dame
Alameda

* * *

We are the morning passengers of North Fremont bus 26, and would like to take this opportunity to let you know what an excellent driver you have *(Ellsworth Walker).* We hope you appreciate and value him.

Signed by 23
"7 a.m. Passengers"

* * *

Even though the system is not perfect, I am sending you this letter of praise.

For the past year or so I've had to go repeatedly to places where I would have to worry about how much time I still have on the parking meter, where I could park, or paying exorbitant parking fees. There are about six buses I can take in several directions from within 1-2 blocks of where I live. The fares are reasonable, I can observe and talk to other people on the bus, I arrive at my destination unfrazzled.

Vicki M. Brodie
Alameda

I have witnessed a very heartwarming gesture extended by one of your drivers, who stopped the bus at mid-block in order to give assistance to a wheelchair person who had lost his balance and had fallen while crossing a very busy intersection.

With hopes that AC Transit will acknowledge what to me was a gesture above and beyond the call of duty.

Ralph J. Grant
Oakland

* * *

We liked the trip. Thank you for bringing us on a ride. Thank you for giving us coloring books. Thank you for letting us honk the horn. Thank you for telling us the rules so we wouldn't get hurt.

Kitty's Class
Sierra School Kindergarten
Berkeley

* * *

This is to commend the excellent work of one of your drivers, Mr. *Norman Grant,* with whom I had the pleasure of riding to the BART station. Mr. Grant was extremely courteous to all passengers, and announced the location of each of the stops.

I just wanted you to know Mr. Grant's work is appreciated and that he is doing an exemplary job. He should be commended for making travel on AC Transit a pleasurable experience.

Richard S. Barth
Oakland

(Ed. Note: See Employee Recognition item, Pg. 5)

Actions of the Board

At a regular meeting January 14, the Board of Directors:

- Adopted resolution of approval for inclusion of Central Contra Costa Transit Authority in Regional Transit Association, on motion of Director Bettencourt.
- Authorized General Manager to arrange District participation in the April 30 event, "Profile Oakland — Tour 1987", on motion of Director Rinehart.
- Authorized retention of consultant training services in connection with implementation of the Performance Appraisal System, on motion of Director Rinehart.
- Authorized General Manager to launch recruitment to fill positions under the new "Janitor" job classification, on motion of Director Rinehart.

* * *

At an adjourned regular meeting January 28, the Board of Directors:

- Adopted revised Operating Budget for Fiscal Year 1986-87, on motion of Director Rinehart.
- Adopted resolutions authorizing annual filing of applications for federal grants and filing of claim with Metropolitant Transportation Commission for allocation of toll bridge revenues, on motion of Director Rinehart.
- Approved agreement between the District and Local 1245, International Brotherhood of Electrical Workers, on motion of Director Bettencourt.

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Keith Steckley ..... General Superintendent, East Oakland
Sterling Stewart ..... General Superintendent, Hayward
Tom Swanson ..... General Superintendent, Emeryville
B. F. Williams ..... Operations Center Manager

9

- Authorized travel of three District representatives to attend Detroit Diesel Allison program February 26-28 in Mesa, Arizona, on motion of Director Bettencourt.

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Move to new headquarters nears

Transit trends and topics

Aim is to ease I-80 congestion

AC Transit's transbay riders may benefit in coming years from operational improvements planned for Interstate 80, according to the regional Caltrans officials responsible for that congested stretch of freeway.

In a detailed report to the District's Board March 5, Caltrans District 4 Director Burch Bachtold described an array of improvements for facilitating the flow of I-80 commute-hour traffic—particularly of high-occupancy vehicles such as buses.

According to Bachtold, about $200 million in I-80 freeway improvements now on the drafting board includes:

- Traffic metering systems to control commute-hour access at major freeway entrances from San Pablo Dam Road south to the Bay Bridge approaches.
- High Occupancy Vehicle (HOV) bypasses at freeway choke points in western Contra Costa and northern Alameda counties.
- Converting the shoulder of the Eastshore Freeway to an additional HOV lane from Ashby Avenue south to the interchange.

Westbound traffic slows to a crawl each morning out Pinole Valley Road — or even Highway 4, on particularly bad days. Each afternoon, eastbound traffic stalls before reaching the lane reduction at Ashby Avenue and remains stop-and-go until beyond Richmond.

As AC Transit has long recognized, major HOV improvements are essential to counter these crippling slow-downs, because such congestion costs the District dearly. It takes additional buses and drivers to maintain current schedules of service, and the prospects for attracting new riders — thereby gaining greater system productivity — will be seriously diminished if conditions continue to deteriorate. The number of workers residing within the corridor is expected to exceed the projected job market, which means added commuters to other employment centers, compounding the problem.

Bachtold told the Board that I-80 improvements are scheduled to begin in early 1988 and continue in phases into the 1990s.

District joins in efforts to aid homeless people

AC Transit is joining other public agencies throughout the service area in a new partnership aimed at easing the plight of the homeless in the metropolitan East Bay.

Though the brunt of the problem falls on the area's city and county services, District Directors have acted to address the transportation aspect of the situation by permitting public agencies to purchase discounted bus-ride tickets in bulk.

Such tickets will be distributed to the homeless, who often must travel considerable distances to reach centers which provide identification documents, welfare assistance, and employment.

Says Berkeley Mayor Loni Hancock: "We are facing a crisis of homelessness that is reaching Depression-era proportions. The needs of the homeless far exceed the City's available resources."

The System's Board President, *Roy Nakadegawa,* noted, "This greater access to public transit removes one critical obstacle to alleviating the problems of the homeless. We're enabling the cities and counties to purchase many more bus tickets — and to give their homeless much more mobility."

Public agencies in the 38 cities and unincorporated communities served by AC Transit will receive a fifteen percent discount on bulk purchases of bus tickets to help the homeless.

Board gets briefing concerning Deficit projected for 1987-88

Director of Finance *Nat Gage* "set the stage" at the February 25 Board meeting for beefing up the "Deficit Reduction Plan" to cope with a major FY 1987-88 funding shortfall — an $8.6 million deficit, according to one Metropolitan Transportation Commission (MTC) estimate; and maybe more, if District fears prove true.

Gage reported that the total operating subsidies available for allocation by MTC to AC Transit, BART and MUNI are substantially less than had been projected last April. Much of the difference is attributable to deletion of State Transportation Assistance (STA) funds from Governor George Deukmejian's budget, plus the unanticipated reduction in the rate of increase for sales tax revenues.

In his report, Gage also detailed the history of the State legislation which provides financial support for continuing "vital transportation services" in Alameda, Contra Costa and San Francisco counties via a half-cent sales tax.

Sales tax split

Distribution of the three-county sales tax money currently is based on a formula in which BART gets 75 percent, with the remaining 25 percent available for distribution among BART, AC Transit and MUNI. In recent years, Gage said, the 25-percent portion had been divided "about evenly" between AC Transit and MUNI, with BART continuing to receive its initial three-quarters designated by the formula.

In the allocation process conducted by the MTC, Gage noted, MTC, BART, MUNI and AC Transit must agree on (1) what constitutes "vital transit service levels" (2) what the "eligible operating expenses" for the year will be (3) what rates of increases for expenditures are forecast (4) how the funds will be distributed.

MTC's conduct of the process also calls for a variety of adjustments and agreements which must be reached in order for individual agencies like AC Transit to receive funding, Gage stressed. Areas where agreement must be reached include levels of fares, transfers, joint passes and other local funding uses.

"Theoretically, the results would be balanced budgets to continue vital transit services for all three operators," Gage said.

Continuing deficits

However, as a result of the allocation process continuing to overestimate fare revenues and the unanticipated erosion of other sources of operating subsidies, AC Transit has encountered operating deficits in each of the last three years, despite the fact that the District has held increases in operating costs to levels lower than the rate of increase of the Consumer Price Index.

The projected budget for AC Transit's operation next fiscal year is $103.6 million for service in District 1 — the area from Hayward north through Oakland, Berkeley and Richmond. The bus system's smaller operation in District 2 — Fremont and Newark — and in contract services in outlying areas of Alameda and Contra Costa counties are not covered in the allocation discussions with MTC.

Gage said talks would continue in coming weeks, but that he was anxious to provide System policy makers with background data "which will set the stage for our next discussions."

Gas tax, transit studied

Californians currently pay nine-cents tax on every gallon of gas. Of this figure, 4.39 cents goes to cities and counties, with a tiny portion allotted to public transit under present distribution formulae.

A study of the gas tax and transportation funding appears in the current issue of the League of Women Voters publication, "Bay Area Monitor", which may be obtained by contacting LWVBA, 477 15th-St., Suite 200, Oakland, CA., 94612.

Child care issue is District concern

The well-publicized problem of working parents' child-care arrangements is a national issue with no easy answers. Now looking at the challenge from the local perspective are AC Transit's *Diane Nygaard* and *Lucille Jackson.*

Both Nygaard, operations programming and analysis manager, and Jackson, a driver, felt something might be accomplished by the District without having to wait for political decisions from Washington or Sacramento.

One result: a joint committee of District management and representatives of Amalgamated Transit Union, Local 192, has drawn up a plan for a "Child Care Needs Assessment", which the Board of Directors approved in concept this month. Next step is issuing requests for proposals to private businesses qualified to do the study and to develop a program.

"What we will be doing is identifying problems with respect to child care, assessing our employees' child care needs, reviewing the resources available in Alameda and Contra Costa County which address those needs, evaluating the situation, and suggesting action," Nygaard says.

The child care needs assessment will cost an estimated $25,000, which is being funded through a grant from the federal Urban Mass Transportation Administration, with matching in-kind services to be provided by Regional Transit Association, whose members represent the six major transit districts in the Bay Area.

USE TESTS — This spring, AC Transit begins evaluating five new vans that will be deployed for routine supervision of on-street operations. Each 1987 Ford E-250s features a V-8 engine driving a one-ton chassis, and a specially-modified, raised roof. The $20,000 vehicles are equipped with electronically-operated passenger lifts — intended only for use by road supervisors in emergencies where wheelchair-bound bus riders would otherwise be marooned. While the vans are being road-tested throughout the service area, the Board will be formulating policy guidelines for the vehicles' usage.

Class launches program

The pilot class for a new supervisor training program was conducted February 23 and 24 in a program to teach management personnel how to operate more effectively.

Both operations and maintenance personnel are involved in developing the program — called Productivity and Supervisory Skills (PASS) — according to *Jim Barlow,* maintenance and training coordinator.

The initial class, made up, in addition to District employees, of representatives from Golden Gate Transit, Santa Clara County Transit, SamTrans, and Central Contra Costa County Transit, included 16 hours of instruction and a four-hour evaluation session.

"We feel the feedback from this class will enable us to refine the procedures as we develop a standard program for the industry," Barlow said. The project is being developed in conjunction with Golle & Holmes Custom Education, a Minneapolis consulting firm.

"This is a good example of a public agency working with private enterprise to address a need," Barlow said.

Some riders need extra attention from drivers

Sensitivity is training aim

Increasing bus drivers' sensitivity to the needs and problems of disabled and elderly passengers was the motivation when Directors approved a contract this month for production of a training program by World Institute on Disability, of Berkeley.

The consultant will upgrade existing educational programs for drivers and supervisory staff with the aim of improved implementation of District accessibility policy.

"This program will build on our previous positive actions," says *James Lee,* coordinator for accessible services. "Additionally, we feel the package developed here will be helpful to other transit agencies, such as San Francisco MUNI. We are hopeful our training can benefit other properties.

Award of the contract followed a survey of 78 firms throughout the United States. Costs of $34,000 are covered by a grant from the state, administered by the Metropolitan Transportation Commission.

Board Actions

(Continued from page 12)

for Classification/Compensation Study, on motion of Director Shepard.

- Approved award of contract to Roebellen Engineering, Inc., for construction of maintenance building, East Oakland Division; accepted Annual Financial Statements for Fiscal Years ending June 30, 1986 and 1985; adopted, subject to revision, principles and guidelines for use and accounting of Measure B funds, on motion of Director Rinehart.

Car card wit continues With aid of arts grant

Car cards featuring entertaining commentaries on life will continue to divert the nation's transit riders as a result of a government grant.

In previous onboard postings, which began in late 1984, passengers have enjoyed such observations as:

"Aquadextrous: the ability to turn the bathtub faucet on and off with your toes."

"Blessed are the young for they shall inherit the national debt."

The National Endowment for the Arts has approved a grant of $64,420 for such contemporary offerings of the "Streetfare Journal", which is published by Winston Network — the agency which sells advertising space on the inside and outside of transit coaches, including the District's.

Other riders who will be treated to the commentaries are in New York, Philadelphia, Washington, Chicago, Minneapolis, Atlanta, Miami and Dallas.

The grant will be used to compensate such contributors to the "Streetfare Journal" as poets and graphics artists.

Three retiree deaths reported

Robert J. MacDonald, 78, who had completed 31 years of transit employment when he retired in 1972 as an Emeryville Division driver, died December 30. He was a resident of Oakland.

MacDonald's wife, Hazel, survives, along with a son, Walter.

Alfred W. Nidever, 78, whose tenure of transit service spanned 26 years before he retired as an Emeryville Division driver in 1970, died December 11 in Richmond. His home was in El Cerrito.

Family includes Nidever's widow, Connie, and seven children: Mark, Paula, Alfred, Jr., David, Brian, Renee, and Andrea.

Ernest T. Archer, 66, a driver for 15 years prior to his retirement in 1969, died February 26 in Medford, Oregon, where he made his home.

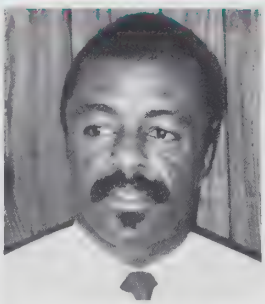
Archer's survivors include a sister, Hazel Davis.

Staff additions, promotions are announced

STAFFING ROUND-UP — A few new faces, plus some up-the-ladder appointments, have brought staff changes. Two newcomers are Dorothy Parrish (far left), manager of training and education; and Bruce Goddard (left), manager of government/community relations — liaison to elected officials, government agencies, and civic/community organizations.

MORE CHANGES — Hank Arrington (below, mid-page) — former driver, then Personnel staffer — has assumed new responsibilities as affirmative action analyst. An Operations Center promotion went to Sylvester Mosley (below, middle right), stepping up-the-ladder to chief transportation supervisor. In Research and Planning Peter Tannen (bottom right) joined as a transportation planner, while Ken Liu (bottom center) is a new senior programmer analyst, Data Processing.

More staff news on Pg. 7



CLAIMS STAFF — Assuming responsibilities at the General Office within the Claims function of Risk is this group of District employees: David Ackroyd (mid-page, far left), senior workers' compensation claims examiner, pictured with Dorothy Boutte and Faye Sapp, both of whom are workers' compensation claims assistants; and (above, far left) Daisy Macasocal (left) and Ellen Webb-Smith, both also workers' compensation claims assistants.

Bus boosters meet

BUS BACKERS — East Oakland General Superintendent Keith Steckly (lower right, back to camera) hosted AC Transit Boosters in mid-March. The organization — headed by Passenger Robert Vaughn (center) — is developing a charter and by-laws. It is open to District employees, retirees, and the public. The next meeting will be April 16 at Hayward Division. Potential members may call 891-4859 for information about the support group.

Five take new positions within Maintenance

(Continued from page 6)

MAINTENANCE PROFESSIONALS — Recent changes within the complex of skill specialties and supervisory structure comprising the District's Maintenance function have included these: Harold Radcliffe and Anthony Haile (top row, left and center) have been newly appointed to posts as maintenance superintendents, while John McDonald (top row, right) has assumed his new duties as facilities maintenance foreman. Also assuming new responsibilities — as foremen, Central Maintenance — are (above, left and right) Jim Freeman and Robert Bithell.

Honors go to four more employees

RECOGNITION PROGRAM — It was nearly a sweep for one District division when three out of four of the previous period's "Employees of the Quarter" turned out to be from East Oakland. The fourth honoree of that period, who works in Finance at the General Office, was Claudia White (below, right, receiving plaque from General Manager Gene Gardiner), selected in the "Clerical Employee" category. The triumphant trio from East Oakland is identified below.

EAST OAKLAND HONORS — With three Employee Recognition selectees in the spotlight at the same time, East Oakland Division met the challenge by providing three separately inscribed cakes (right photo, with Earl Horton, the division's chief clerk and honoree in the "Non-Union Employee of the Quarter" category shown at the head of the line). On hand to present the awards were (top photo, with "Mechanic of the Quarter" Richard Prewitt) General Manager Gene Gardiner and (background, left and right) Keith Steckly, general superintendent, and George Grandison, director of operations. "Driver of the Quarter" honors went to Norman Grant (above), who took his turn at the microphone during the March 2 ceremony at East Oakland.

FOCUS: Transit People and Projects

SIGNING UP — The District is testing a new destination sign which displays larger letters for easier viewing by people awaiting buses along the street. The new letters shown in the headsign (foreground) are six inches high in the text — 50 percent larger than the four-inch size of the regular AC Transit front destination signs — and with the route designation eight inches high. The signs, manufactured by Illuminator, Inc., are being tested on various District routes to determine passenger and driver response.

CAPITAL EVENT — AC Transit Director Linda Shepard, who also is American Public Transit Association's Vice President for Human Resources, spoke at the March 12 opening of Sacramento's new light-rail trolley system. Shepard praised planners for their forward-looking system.

FINISHING FACADE — Workers are moving toward completion of the new Administrative Office building. The entrance for the ten-story structure features recessed front doors, creating a protected, welcoming entryway (above). The lobby curves around the first floor (top), flowing into the customer services area. Bus patrons will have easy access from the street to clerks who will assist them in purchasing monthly passes, securing pocket time-tables, and receiving disabled and elderly discount identification cards. Later, landscaping will lend color and textural contrast to the front of the building.

District headquarters Is among new buildings Altering city's skyline

NEW ADDRESS — When AC Transit's Administrative Office moves this summer into the new building above, it will mean a greatly improved, more efficiently laid-out working environment for some 200 employees representing the executive, operations, and support functions which now are housed in leased quarters in the Latham Square Building, less than two blocks away in downtown Oakland. Construction began after ground-breaking in April, 1985.

Our 'Stockholders' Write

I would like to take this opportunity to commend you *(Steve Black)* and A.C. Transit for exceptional performance in rendering assistance to a disabled charter bus on the night of February 16, 1987.

This particular charter was enroute home to Medford, Oregon, with thirty-two high school students and four instructors when it became disabled eastbound I-80 on the Appian Way off ramp.

The students came to California to compete in a speech tournament at U.C. Berkeley. They were returning home from an exhausting trip when their bus became disabled. My officers were with the bus at 9:35 p.m. but were unable to secure assistance to repair the bus.

At 11:00 p.m. the students' chaperones decided to lodge the group at a local motel. They had not slept since 5:00 a.m. My officers then had to solve the problem of transporting such a large group in a safe and secure manner. My shift supervisor had our dispatch center contact A.C. Transit to ascertain what assistance could be provided.

You authorized a bus to be sent to aid the youth group. This bus arrived on the scene in short order along with a courteous driver who was very reassuring to the students.

A.C. Transit made a very large and favorable impression upon our visitors from Oregon. Your assistance and cooperation in this matter are greatly appreciated.

Captain W. T. Sanders, Jr.
Commander, Oakland Area
California Highway Patrol

I find your service on the 7 and 8 Berkeley Hills lines exceptional, and there is one driver in particular whose service is exemplary. I can't tell you what a pleasure it is to board *Don Boyer*'s bus.

Mr. Boyer is always cheerful, friendly and professional; and I can always count on a smooth, safe ride.

Stephanie Bolling
Berkeley

* * *

This afternoon I had the opportunity to observe one of your drivers, *Mickie Jefferson,* perform a very kind act in waiting very patiently while two elderly women (one with a cane) had to get on and leave the bus.

So often we have cause to complain but seldom say 'Thank you'.

Rose Lucey
Oakland

* * *

Last Friday I left my wallet on the C bus from San Francisco. The driver, *Donald Williams,* not only turned in the wallet to the dispatcher, but also took the trouble to call me to let me know it had been found.

I am very grateful to Mr. Williams and believe he should be commended.

Judy Coates
Oakland

* * *

I want to commend the driver of the 7:11 C bus *(Maria Nielsen)* for her promptness and courteousness. She made my ride pleasant.

Flo W. Allen
California College of Arts & Crafts, Oakland

Actions of the Board

At a regular meeting February 11, the Board of Directors:

- Authorized travel of three staff members to attend APTA Legislative Conference March 8-11 in Washington, D.C., on motion of Director Bettencourt.
- Authorized staff review and possible inclusion in the District's 1987 Legislative Program of a proposal that would create a state-mandated user subsidy equal to the special discounts now offered the elderly, handicapped, and youths, on motion of Director Wiggins.
- Authorized continuance of service to Golden Gate Fields for the 1987 season, on motion of Director Bettencourt.
- Authorized General Manager to negotiate with Winston Network, Inc., for front-mounted bus advertising sign, on motion of Director Rinehart.
- Authorized General Manager to schedule Public Hearing on proposed rerouting of Lines 65 and E in Berkeley, proposed extension of Line 42 to serve Marina Village in Alameda (weekdays only), and creation of new Line 6, on motion of Director Fajans.

* * *

At an adjourned regular meeting February 25, the Board of Directors:

- Authorized General Manager to negotiate contract with Mason Tillman Associates for Affirmative Action Outreach Plan and for DBE/WBE participation as exhibitors during APTA Annual Meeting and Expo in San Francisco in September, on motion of Director Shepard.
- Authorized General Manager to negotiate contract with Cleveland and Cleveland

(Continued on page 5)

Transit-Times

Published monthly by the
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
508 16th St., Oakland, California 94612
Telephone (415) 891-4777

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Vol. 29, No. 10 APRIL 1987

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Vandal-proof bus seats studied

AC Transit is struggling with a puzzling question: can the System continue the long-standing practice of buying fully-upholstered bus seats or should it switch to more vandal-resistant types?

"Throughout our 26-year history, AC Transit has always provided upholstered seats for riders," General Manager *Gene Gardiner* states. "But now, the actions of some riders may prompt an adjustment in this policy."

The problem stems from the destructive tendencies of those passengers who slash and vandalize bus seats. And it is complicated by the fact that this vandalism occurs most often in the back of the bus — the area most removed from the driver's view. According to one recent survey, the seats behind the rear door of buses were vandalized six times more often than seats installed forward of that door.

A potential solution under consideration would be installation of vandal-resistant seats in the area behind the rear door — "Tough seats," as promotional brochures from Transportation Seating, Inc., describe one such product.

The fiberglass seats are built for durability and low maintenance. Their one-piece seat shells — comprising both bottom and back — are molded from high-density plastic that resists ink and paint, according to the manufacturer.

They are being considered for installation in the rear of up to 56 new buses which may be ordered for delivery in 1988. Under Gardiner's proposal, the fiberglass would be purchased with padded cushion inserted to provide a level of comfort for riders. He noted that AC Transit would continue the familiar upholstered seats forward of the back doors in the new buses.

"We are certain we will receive a few complaints about having two types of seating accommodation in the same bus," Gardiner notes, "In response, I would stress that we're trying vandal-resistant accommodations in the areas inside buses where it most likely would prove cost-effective."

Little, if any, savings would be realized in the initial cost of buying fiberglass seats with the padded cushion inserts. Their cost-effectiveness would be realized in the form of reduced maintenance requirements throughout the life of the buses.

"The question our Directors must answer," Gardiner added, "is whether we continue costly efforts to maintain upholstered seats that are regularly being destroyed. And we'd appreciate any advice the public has to offer on the subject, since vandals now cost the System — and the public which foots the bill — more than one-half million dollars in labor and materials each year."

Public comment sought

AC Transit is seeking public comment on a revised, expanded program designed to make bus service available to handicapped persons throughout the East Bay. Directors have scheduled a public hearing on the subject for 7 p.m., May 19, in Oakland.

The program spells out steps by which AC Transit would gear the entire fleet to accommodate wheelchairs or other mobility aids by the mid-1990s, assuming that sufficient funds are made available. It is designed to make accessible service operational:

- During hours and days when the general public is served;
- At reasonably convenient intervals;
- On routes where a need for accessible service exists;
- For fares no higher than others pay.

More than half of the 850-bus fleet have wheelchair lifts and other accessibility features.

Getting a handle on deficits: Service changes may be required

The "Deficit Reduction Plan" now before the Board of Directors lists a sweeping set of actions geared to balance AC Transit's operating budget in Fiscal Year 1988 — and to establish a foundation for keeping budget problems in the ensuing years to more manageable proportions.

The FY 1988 Operating Estimate currently under discussion suggests that expenses for Special Transit Service District (STSD) #1, the 13 cities between San Pablo and Hayward, could total more than $106 million. This projection was computed by annualizing FY 1987 expenses, and making modest adjustments for increases expected in some specific costs. (The rest of bus route network, STSD #2 — Fremont and Newark — and contract service is considered separately).

But, Director of Finance *Nat Gage* notes, projected revenues in STSD #1 total just over $95 million — substantially less than MTC originally forecast last year when generating a two-year formula for allocation of regional resources to AC Transit, BART, and San Francisco MUNI. Additionally, Governor George Deukmejian deleted State Transportation Assistance funds from his budget and receipts from local and state sales tax were lower than expected.

Thus, AC Transit now expects to receive $48 million in fares and local revenues, about $6 million in transfer payments, and approximately $41 million in assistance funneled through MTC in the coming year.

"Resolving a shortfall of more than $11 million is absolutely essential," Gage told District Directors. "Since the decline in federal and state assistance is likely to continue, we must move now to bring operating expenses more closely in line with revenues projected for the years to come."

To pare that $106 million projection sufficiently, says Gage, Directors could refine the "Deficit Reduction Plan" to:

- Save $3 million by curtailing non-operating expenses and achieving productivity improvements.
- Seek another $1 million or more from East Bay school systems to support Supplementary Service schedules or, if such support is not forthcoming, reduce the service to achieve savings in that amount.
- Continue to work with MTC on allocating additional available discretionary funds to support East Bay bus service.
- Utilize limited amounts of Measure B revenues (the transportation tax passed by Alameda County voters last November) — about $2.5 million — to meet regional coordinated fare requirements, to improve on-time service delivery, and to improve wheelchair lift maintenance.
- Pare $3 million from operating costs by removing 40 to 50 buses from the peak-hour fleet — while working to minimize impact on System patrons.

THE COVER — Exactly 24 years ago this month, Oakland's Latham Square Building became District headquarters — subsequently familiar to tens of thousands, who crossed the distinctive Art Deco design of the entry paving to buy tickets or passes; claim lost items; attend Board meetings; acquire timetables; seek information. Shortly, they'll be welcomed at 1600 Franklin, less than two blocks away.

Summer runs to regional parks will repeat

This summer AC Transit and the East Bay Regional Park District again are joining forces to provide access to outdoor recreational opportunities via special bus service. Two different programs are scheduled.

Line 9-Tilden Park will operate seven days a week from June 22 through September 7, providing direct service from BART/Berkeley to Tilden Regional Park between the hours of 11 a.m. and 6 p.m. Buses will run approximately every hour, and will be equipped to carry bicycles for an additional 35 cents per two-wheeler. Regular local fares will be in effect.

Prescheduled Group Service also will provide the car-free, carefree opportunity to visit various regional parks. For information on this service, operating June 22 through September 4 between 9 a.m. and 4 p.m., interested organizations or individuals may call the Park District at 531-9300.

Last year, more than 8,000 used Line 9-Tilden Park service, while 5,400 took pre-scheduled group outings.

A year-round AC Transit bus line providing park access serves Don Castro and Point Pinole Parks.

Approval of this Park District-subsidized special service was voiced by AC Transit Directors at an April 15 meeting.

MAGIC CARPET — Like these seniors utilizing the Park District's summer-season Pre-scheduled Group Service to travel to a Fremont recreation-historic site, urban groups of all ages can enjoy car-free, carefree access to a variety of Bay Area locations.

BAUTI boarding

INSTITUTE ANNIVERSARY — Marking a decade of providing seminars for public transit employees representing wide-ranging organizations, the Bay Area Urban Transit Institute met this month for the last time at AC Transit's old headquarters. Site of its next convening will be the District's brand new Administrative Offices.

Baseball bargain offered

AC Transit patrons can save bucks on baseball by taking advantage of a special "Bonus Days for Bus Riders" program for attending Oakland A's home games during the month of June.

Normal cost for adult seats on the Plaza Level of the Oakland Coliseum is $8. Through the "Bonus Days for Bus Riders" promotional, the cost would drop to $6.50 (or $4 for senior citizens and children).

Interested riders may take advantage of this recreation bargain throughout May by taking home onboard hanger flyers printed with reduced-cost admission coupons which, mailed-in or presented at the Oakland A's Coliseum Box Office, will earn the ticket bargain.

A total of 10 games, including night and day, weekdays and weekends, will begin with the Cleveland contest on June 5. An extra bonus included in the bus-riders' bonus is a double-header Sunday, June 21, pitting the A's against the Texas Rangers.

1987 ROADEO regional And international meets To be District-hosted

Having produced the 1986 APTA International ROADEO's top driver — *Rick Vierra* — AC Transit is looking ahead to the 1987 event, this summer. This year's equivalent internationals, plus the regional meet which precedes it, will be hosted by the District.

ROADEO-related events will kick-off June 20, with an in-house competition open to any employee qualified to drive a bus. That opener will be followed June 27 by in-house trials of driving expertise and knowledge among employees who qualify to compete under regional/national ROADEO rules.

The latter contest will produce AC Transit's top competitor, who will represent the District at the August 29 regional ROADEO and the September 29 internationals. Hayward will be the site of these events.

ROADEO PLANNING — Billy Bishop (far right), of Training and Education, who will be coordinating the District's hosting of APTA's 1987 ROADEO regional and international events, provided site-tours and information this month to AC Transit's guests from other organizations which will be participating in the annual tests of driver skills and job-knowledge. The visitors included (left to right) Charlie Deacon and Sandi Gajewski, New Jersey Transit Corporation; and Donald J. Dzinski, APTA's Director of Safety and Program Development. The summer ROADEO meets will be held at Hayward.

Staff notes:

Bill Sullivan joins; Onizuka moves upward

Bill Sullivan

Wayne Onizuka

An addition to management and a promotion were announced recently.

William H. Sullivan, appointed Director of Planning and Analysis, previously worked for San Diego Transit, Rhode Island Public Transit Authority and Santa Clara County Transit.

Wayne Onizuka, in the new position of Hearing Officer, will conduct hearings of labor disputes. Previously Assistant Superintendent, Hayward, Onizuka joined the District as a driver in 1972, moving subsequently into Personnel positions.

Workers' Comp work noted

The state has again ranked AC Transit as tops in its processing of Workers' Compensation cases. The favored ranking came in a regular quarterly evaluation of how comparable California organizations handle such claims. The District was judged to be best, state-wide, among the self-insured, self-administered public agencies evaluated, according to *Marit Roman,* assistant risk manager.

AC Transit also was best in its category in the preceding quarter, Roman noted. "This is a habit we hope we don't break."

The District is evaluated along with schools, city governments, water districts, recreational and park systems and other such organizations serving the public.

"We are especially pleased," says Roman, "to receive the honor. The real praise, however, should go to the individuals in the office who have helped AC Transit employees secure their proper benefits. It is good to be recognized for promptly moving to assist our people."

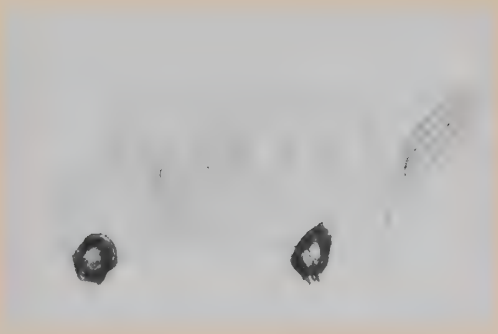
FOCUS: Transit People and Projects

G.M. lunches with retirees

It was St. Patrick's Day, but the subject matter at the monthly AC Transit Retirees Club meeting was far from blarney. General Manager Gene Gardiner (far left, with club President John Krajcar, center, and member Joe Turegano) talked about the District budget, the solidity of Pension Fund investments, and other matters of mutual District/Retiree interest.

PRE-MOVE TOUR — With the move into the new administrative office building set to take place in a few weeks, Directors took an early-April tour of the interior, led by Nat Gage (above, far left), director of finance, who has supervised the District's wide-ranging facilities improvement program. Checking-out the interior lay-out with Gage were (left to right) Board President Roy Nakadegawa; Rich Meier, attorney for the District; General Manager Gene Gardiner; and Director William Bettencourt. Top photo shows the lobby level.

Our 'Stockholders' Write



I would like to show my appreciation and thank *Shirley Hearn* for extending a warm and friendly attitude to her passengers, as well as yielding her patience and assistance to the general public.

Ms. Hearn should be commended for her professionalism. This comes despite what many operators have to contend with throughout their daily work loads.

Anthony Wilson
Member, AC Transit Boosters
Richmond

* * *

When I boarded a #18 bus, I appreciated the way Driver #1145 *(Beverly Nash)* stopped the bus at the curb, making boarding easy. She was very pleasant and courteous to passengers.

Her approaches to the curb, and leaving it were very smooth. I cannot comment, nor compliment enough about the skill she has in operating the bus. She also has a very pleasant reply to inquiries from passengers.

I have used the bus for over 50 years.

Marie Lee
Oakland

* * *

We would like to thank you for providing St. Paul African Methodist Episcopal Church with copies of the AC Transit Route Map for the District Conference. We expect about 150 delegates, and the maps have provided an interesting and informational addition to the registration kits.

Felix D. Dancy, Minister
Berkeley

Thank you. I liked the bus ride. I appreciated what you did for us. it was very nice.

Nicole R.

Thank you for arranging the trouble that you gone trough and everything.

Kevin L.

I appreciate you comming to pick us up and thank you for all the trouble.

Yvonne C.

It was nice of you to pick us up and taking us to school. I hope it wasn't any trouble. Thank you very much.

Tina B.

(Ed. Note: These are samples of notes and drawings from Mrs. Rhea Nelson's first-grade class at Amelia Earhart School, Alameda. The drawing selected as our theme picture is by class member K. L.)

* * *

I'd like to take this opportunity to throw bouquets to some of your personnel.

I left my purse on the bus when I got off at the San Leandro BART station. I didn't realize it until I had gone through the turnstile, and by that time the bus had departed.

Fortunately, *Charles Dunn,* the road supervisor, was parked outside, saw my panic, and came to the rescue. He contacted the dispatcher, *Greg Hunter,* who in turn contacted the driver, *Steve Goodeill,* who found it and held it until we got to his next bus stop.

Their efficiency and fast action saved my day.

Mary Barber
San Leandro

Actions of the Board

At an adjourned regular meeting March 4, the Board of Directors:

- Authorized General Manager to solicit bids on behalf of the Regional Transit Association for a survey of childcare needs among public transit employees, on motion of Director Bettencourt.
- Authorized General Manager to implement a professional services agreement with World Institute on Disability for developing a sensitivity training program related to serving the special needs of handicapped patrons, on motion of Director Fajans.

* * *

At an adjourned regular meeting March 25, the Board of Directors:

- Authorized support for California Assembly Concurrent Resolution No. 2, A.B. 429 and 583; and opposition to A.B. 312, on motion of Director Bettencourt.
- Approved 15% discount on cash purchases of five or more 20-ride ticket books to be issued by public agencies to aid indigents, on motion of Director Rinehart.

Safe driving stats rewarded

Coffee and assorted goodies were "on the house" April 29 at Emeryville and April 30 at East Oakland as those divisions' drivers celebrated meeting the previous month's safe driving goals. The March stats showed East Oakland averaging 19,448 miles per accident (goal: 17,000), and Emeryville averaging 16,008 (goal: 14,640).

Transit-Times

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UNIVERSITY OF CALIFORNIA

50 years ago . . . Buses inaugurate Transbay service

Spacious site now welcomes customers

Customer convenience is the key feature of AC Transit's new lobby office — which was relocated to 1600 Franklin Street Monday, June 8th.

In addition to the new address, patrons will note spacious, comfortable new amenities. Riders will find all the familiar Customer Services activities, including monthly pass and ticket sales; Lost-and-Found; route maps and pocket timetables; and the Center for issuance of discount ID Cards to eligible riders.

The new Customer Services Office is conveniently located on the east side of Franklin midway between 15th and 17th streets — one block off Broadway, just a short walk from the many mainline bus routes that converge in Oakland's city center area. It is also midway between the 12th and 19th street BART stations.

- Customer Services Office hours remain unchanged: 8:30 a.m. to 5:00 p.m. Monday through Friday (except holidays).
- The ID Center, where seniors and certified disabled riders obtain fare discount identification cards, is open from 9:00 a.m. to 4:00 p.m. weekdays.
- Phone numbers remain unchanged: Customer Services is 891-4706; Customer Relations, 891-4700; administrative office inquiries, 891-4777.
- AC Transit also continues to welcome business conducted by mail. The new mail-order address is: **AC Transit Customer Services, 1600 Franklin Street, Oakland, CA. 94612-2806.**

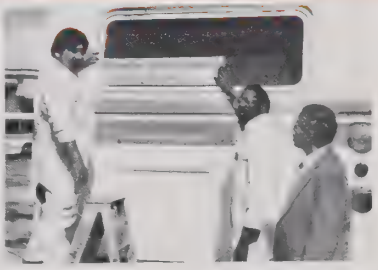
In June, many other AC Transit administrative and support activities — including public meetings of the Board of Directors — will be relocated to the 1600 Franklin Street site. Since it allows consolidation of administrative and support functions now located in various parts of the East Bay (including the crowded, inefficient space in the Latham Square Building being vacated by AC Transit after 24 years), the resulting improvement in coordination and control is expected to significantly increase the System's efficiency.

In addition to the Board of Directors' Meeting Room, the structure will accommodate the System's administrative offices, Central Dispatch, Legal Department, Operations Center, Marketing, Payroll, Personnel, Risk Management, Treasury, and the Telephone Information Center.

Built on land already owned by the East Bay's public bus system, the structure was financed by private-sector developers. Under an innovative lease/purchase arrangement, the public will eventually gain ownership of the building. In the interim, office space lease payments will be converted into this long-range real estate investment.

Count-down to opening

OPENING SET — Customer Services Supervisor Lorrie Gonzalez (left) and Clerk Norm Davis prepared in May to welcome patrons to new Lobby Office at 1600 Franklin St.



Sign promoted safe grad time

Posting the timely message, "Protect Your Dreams — Safe Graduation '87", were (from left) Jim Pineda and Gregory Prescott, while Maintenance Superintendent Herman Johnson checked the public service sign.

Deficit Reduction Plan is up-dated

The revised "Deficit Reduction Plan" adopted by Directors June 3 itemizes actions that will balance the FY 1988 operating budget — and establish a foundation for making future deficit problems more manageable.

While the FY 1988 Operating Estimate for STSD #1 (the 13 cities between San Pablo and Hayward) was once projected at $106 million, only $95 million in revenues is expected — substantially less than was forecast by MTC last year when creating a two-year formula allocating regional resources to AC Transit, BART, and San Francisco MUNI.

"Resolving that $11 million shortfall is absolutely essential — for the coming year, and the future," states General Manager *Gene Gardiner.* "Federal and state assistance will continue to decline, so we must bring operating expenses more closely in line with revenues projected for the coming years." To pare next year's Operating Estimate, the District's "Deficit Reduction Plan" calls for:

- Saving $3 million or more in curtailed non-operating expenses and internal productivity improvements.
- Reducing school-day Supplementary Service schedules (unless school systems can help fund such service).
- A modest increase in some bus fares.
- Garnering an additional $2 million in regional discretionary funds.
- Utilizing limited amounts of Measure B revenues (the transportation tax passed by Alameda County voters last November).
- Paring $3.8 million from operating costs by removing 40 to 50 buses from the commute-hour fleet — while working to minimize impact on patrons.

Possible service adjustments scheduled for a July 13 Public Hearing include:

- Restructuring Downtown Oakland Shuttle, coupled with rerouting of Line 59/76 to serve the Oak/Madison Street corridor.
- Eliminating Line E-Local (but not E Express) service.
- Cancelling midday Line 33 Express, and all Line 33R Express.
- Shortening Line N midday to operate only to Eastmont Mall.
- Rescheduling Line 46A to 60-minute headways, and eliminating Line 46.
- Curtailing Sunday/Holiday service after 7 p.m. on Lines 7, 12/59, 14, 56, 64, 67, 69, 78, 79, 80, 81, 84 and 85.

Board weighs expansion of handicapped access program

AC Transit's Board of Directors is considering adoption of a revised, expanded program designed to ensure that bus service is made available to handicapped persons throughout the East Bay.

Public comment on the proposal to date, including the testimony heard at a May 19 public hearing, is very supportive of such efforts.

At present, nearly 40 out of 169 commute-hour bus routes are designated wheelchair accessible and most of the 850 buses in the fleet have lifts and other accessibility features. Target date for extending such capabilities system-wide is Fiscal Year 1992-93. In the interim, the District would:

- Continue purchasing lift-equipped buses and improving accessibility on existing buses, assuming sufficient funding is made available;
- Repair or replace lifts to maintain state-of-the-art effectiveness;
- Establish an emergency-only back-up system to ensure full transportation availability;
- Improve training of drivers, maintenance workers, and lift users;
- Continue expanding the accessible route network.

The revised program calls for eased access to be provided at reasonably convenient intervals during general service periods. It specifies that accessibility would be made available where need has been established, and that riders using accessibility features pay regular fares.

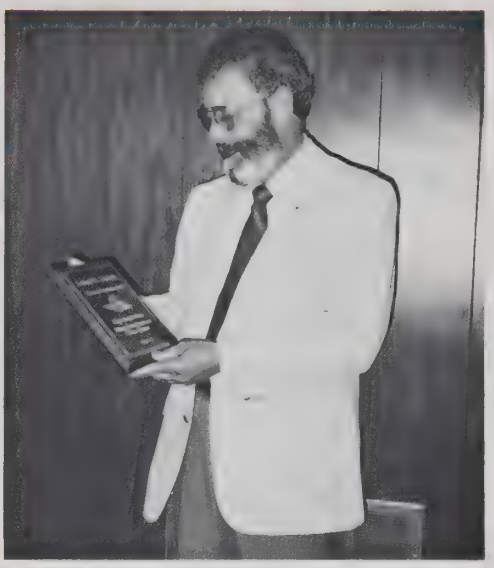
Guest Roadeo tests drivers-for-day

Pitting their skills against unforgiving pavement, yardsticks, and safety cones, a group of AC Transit guests who had volunteered to be Drivers-for-a-Day maneuvered 40-foot 10-ton buses around an off-road obstacle course at AC Transit's Training and Education Center in Hayward on June 11.

The event represented a prelude to the System's real annual Roadeo for professional bus drivers, June 20 and 27. AC Transit also will host Northern California's regional driving competition. Then in September, the American Public Transit Association (composed of 2,000 Canadian and US transit agencies) will gather for the 1987 International Bus Roadeo — a face-off between North America's best drivers — at the District's Training facility.

COACH CONTEST — Among former athletes and current politicians testing their bus driving skills in mock competition were (top left) San Leandro Vice-Mayor Tony Santos (center), with NFL Alumnus Mike Keller (right) and General Manager Gene Gardiner. Other test-course tyros were (bottom left) Gary Weaver, ex-Oakland Raider and Marv Olsen, former Green Bay Packer. Gardiner welcomed Weaver (above), while (center left) Real Driver Harold Washington, hoisted his camera.

Top performers win job recognition



JOB HONORS — Most recent District employees to be spotlighted for exemplary performance are (above) Dispatcher Kenneth E. Thompson, Emeryville, "Clerical Employee of the Quarter"; Richmond General Superintendent Lee Skilling (above right), "Non-Union Employee of the Quarter"; Driver Harry W. Reasoner (right), "Bus Driver of the Quarter"; and Tomasita Soto (below) "Maintenance Employee of the Quarter". In individual divisional ceremonies, honorees received plaques and other awards — in Reasoner's case, presented by his general superintendent, Lee Skilling, himself an award winner. Soto, with an attentive young daughter looking on, received her honors from George Grandison, director of operations.

Quarterly awards for exemplary job performance — based on in-house nominations and/or outside commendations—are a key element of the District's Employee Recognition Program, created as a means of spotlighting excellence of performance within all categories of AC Transit's employee force. Quarterly winners receive plaques, cash awards, eligibility for possible work-study scholarships, and inclusion in the pool of top performers from which the "Employee of the Year" is chosen.

District Administrative Offices re-loca

The last two weeks of May saw the first big moves of District Administrative Offices to the new 1600 Franklin Street building, requiring Data Processing, Finance, Safety, Operations Center, Affirmative Action, Marketing and Personnel employees to trade traditional suits, skirts, ties, and blouses for Levis and sweat-shirts.

As employees packed and loaded hundreds of boxes with District files, records, publications, office supplies, and paperwork of a perplexing variety, a seemingly unending flow of materials was transported the two blocks from the District's homebase for the past 24 years — Oakland's Latham Square Building.

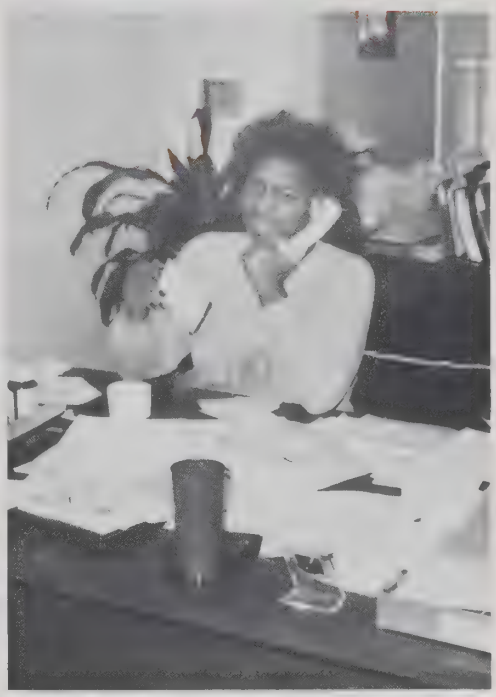
MOVING BLUES — The trials of packing up and moving, particularly after 24 years in one location, is experienced by Payroll's John Ting and Monica Peck (right), along with Data Processing's Lionel Foster (above right), shown hooking up a computer terminal in the new location. That the reality of moving — even if only two blocks away — often tempers the excitement of taking over a brand new facility is symbolized by Larry Bieber (above), Accounts Payable, who exhibits both the spirited efforts and the exhaustion of moving-time.

te to new downtown Oakland building

The new 10-story facility which becomes the nerve-center of AC Transit operations will not be fully staffed and operational until sometime in June, with the arrival of such functions as Legal, Planning, Schedules, PBX Information, and Executive Offices. With this final move-in phase completed, the long-awaited change of headquarters will be accomplished. Plans for an official opening are underway, with a July date set.

Sited on District-owned land, the building was designed and constructed through a long-term lease/purchase agreement and with private-sector capital. Eventually, title to the property will be acquired by the District.

Business as usual?



PAPER CHASE — That's what it seemed as each General Office employee began sorting and discarding or saving and packing items accumulated over the nearly quarter-century that AC Transit had its headquarters in downtown Oakland's Latham Square Building before beginning the move to long-awaited new facilities. Trying to wade through it all and still tend to business were (above) Secretary Veronica Brown, Personnel, and (top right) Wilma Gaines, Personnel supervisor. Another harried mover was Tony Berry (right), Safety Department. They were among the nearly 100 people who had set up in new space by the end of May.

BONUS OFFERS — Maintenance employee Joe Mattos, Hayward Division, posts car-card and hanger-flyer offering passengers a $2 discount on circus tickets. This recreational bonus was followed immediately by a reduced admission offer for Oakland A's home games in June. Such promotional packages are part of the District's general policy of rewarding regular users by providing bonus opportunities to bus patrons.

LAST COMMUTE — On April 30, Myrtle Kos boarded the 36 Line from San Lorenzo to Oakland — her final pre-retirement trip as a commuter after 37 years. Getting on at Hesperian and Paseo Grande at 6:15 a.m., she said, "I've met interesting people and we have had nice drivers." She has been the sole office staff of Beckett and Federighi, as well as Pacific States Railcar.

FOCUS: Transit People and Projects

Giving information . . .

OAKLAND EXPO — AC Transit was among exhibitors at the April 30 "Profile Oakland" event, sponsored by the Chamber of Commerce. Marketing's Carrie Powell helped dispense District information. Booth visitors included (left) Yvette Radford, field representative for Assemblyman Tom Bates.

. . . and getting noticed

WINNERS ALL — At Emeryville, Gawain Johnson, Terry Green, Irving Jones, and Adrian Scott (left to right) captured April's Preventive Maintenance Award for top work in keeping District buses sound.

MILLS BOARDING — In May, 1937, East Bay bus riders first boarded the then-new Bay Bridge motor coach lines. The three lines, serving areas previously unreached by direct transbay transit, were the "L", covering El Cerrito and Richmond; the "N", for East Oakland; the "R" (see COVER), for San Leandro and Hayward. Enthusiastic "N" Line patrons shown here were Mills College students.

1937: Bay Bridge bus service opens To forge important east-west link

Board Actions

(Continued from page 12)

Approved re-route of Line 42 and restructuring of Lines 65 and E, on motions of Directors Smith and Rinehart.

Approved re-issuance of request for proposals for furnishing driver uniforms, on motion of Director Rinehart.

Authorized General Manager to solicit bids for purchase of 29 (35-foot) and 27 (40-foot) buses, on motion of Director Fajans.

Adopted resolution authorizing filing of claims with the MTC for allocation of Transportation Development Act and State Transit Assistance funds for Fiscal Year 1987-88, on motion of Director Rinehart.

Authorized General Manager to solicit bids for validation of proposed video test to be used in future selection and recruitment of bus drivers, on motion of Director Shepard.

Approved by-laws and logo of AC Transit Boosters Club, subject to legal clarification, on motion of Director Shepard.

Sometimes it is Transit-Times readers who jog our memories in regard to historic milestones.

Such was the case when a letter arrived from Robert A. Burrowes, of Yerington, Nevada, pointing out that this May marked the 50th anniversary of the beginning of bus service across the Bay Bridge.

"On May 9, 1937," Burrowes writes, "The "L", "N", and "R" Lines were started, using the 700-series Twin Coaches. The "N" Line operated as far as Mills College, and I got up early that morning and rode the first bus from Mills College, at Seminary Avenue. It was bus #709, and I photographed same with the coach operator and inspector standing alongside."

R. A. Burrowes Photo

Our 'Stockholders' Write

I wish to commend one of your drivers (*Frank Andrews*).

On a Thursday I was going to work as usual; and, as I stepped onto the bus, I commented that it was unusual to see him then, since he drives Saturday through Wednesday. He said he had come to work because AC Transit had told him they couldn't find a replacement for him that day.

Not only did he drive on a day that was a "weekend" for him, but he did so cheerfully, and with no sign of a grudge. In fact, cheerfulness characterizes Frank.

Dean C. Halverson
Richmond

* * *

BART Central would like to thank you for your excellent job performance on BAY-to-BREAKERS (Sunday, May 17) when loss of power in the Transbay Tube required the establishment of a bus bridge.

Thanks to your concern for our patrons, flexibility in adjusting service upon request and your follow-up calls to ensure that proper service had been established, the bus bridge was very successful.

We commend you for a job well done!

Paul L. Couture
BART Central Supervisor

Wanda Posey
Communication Specialist

(Ed. Note: The bus bridge is implemented in cases of BART shut-down, and is part of the cooperative efforts between the public's bus and train systems. This occasion required diversion of 32 District buses, to pick up 10,209 stranded train riders.

Last Sunday was a memorable experience for the Bay Area community, and in Muni's case it was memorable in more ways than one. We had our share of problems trying to handle the hundreds of thousands of people who showed up to walk the Golden Gate Bridge and partake in the day-long celebration commemorating its 50th anniversary.

Overall, we're very proud of the hard work and dedication our employees demonstrated in moving such an incredibly large number of people. Although we were well-prepared to handle the volumes of passengers projected by the transportation consultants that were hired by the Bridge Celebration's organizers, it quickly became evident on Sunday morning that all of the labor and equipment resources within the Muni would not be enough to handle an additional demand of several hundred thousand people.

The staff of AC Transit responded immediately to our request for help, and quickly assigned their drivers and buses at the Transbay Terminal to pick up passengers on Market Street who were waiting to be taken to the bridge walk. Additional AC Transit operators and coaches carried thousands of people to and from the Marina Green and Crissy Field for the events.

For all of this assistance, the members of the San Francisco Public Utilities Commission and the management and staff of the San Francisco Municipal Railway wish to offer a very sincere thank you. Your willingness to help out in an emergency, your quick response, and your employees' dedication were demonstrative of professional service beyond the call of duty. We are very grateful for your assistance. Your support made it possible for us to successfully conclude the day's events and return our passengers to their San Francisco destinations before midnight.

With deep appreciaton,

Jeffrey Lee, President — Donald J. Birrer, General Manager
Public Utilities Commission

William G. Stead, General Manager
Municipal Railway

Actions of the Board

At an adjourned regular meeting April 15, the Board of Directors:

- Authorized travel of Director of Administration to attend Annual Conference of the American Society for Training and Development June 21-26 in Atlanta; and travel of Administrative Projects Manager to attend UMTA-sponsored seminar on Contract Administration June 8-12 in Miami, Florida, on motion of Director Bettencourt.
- Referred bids for furnishing driver uniforms to staff for recommendation, on motion of Director Smith.
- Specified Lift-U lift equipment and Luminator electronic headsigns in connection with procurement of 29 (35-foot) and 27 (40-foot) buses, on motion of Director Fajans.
- Scheduled Public Hearing May 19 to receive public comment on federal rules governing provision of transportation services for the disabled, on motion of Director Fajans.
- Authorized travel of Purchases and Stores Manager to attend April 15 meeting in Denver in connection with the M.A.N. diesel engine, on motion of Director Fajans.
- Referred bus procurement bid to staff for additional analysis, on motion of Director Smith.
- Approved summer service to specified East Bay Regional Parks; and approved adoption of federally-mandated half-fare benefit for holders of valid Medicare Cards, on motion of Director Rinehart.
- Approved contracting with a "Facilitator" in connection with formation (with Amalgamated Transit Union, Local 192) of a Joint Labor Management Committee, on motion of Director Shepard.
- Approved opposition to California Senate Bills 878 and 1125, on motion of Director Smith.
- Approved specified changes in Board committee structure and in procedural rules, on motion of Director Smith.

* * *

At an adjourned regular meeting April 29, the Board of Directors:

- Authorized travel of Director of Administration to attend APTA Human Resources Committee meeting July 6-9 in Chicago, on motion of Director Rinehart.

(Continued on page 10)

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Gene P. Gardiner
GENERAL MANAGER

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MAY 3 1988

UNIVERSITY OF CALIFORNIA

TO: ALL EMPLOYEES

FROM: General Manager

A vital new activity, the Bus Audit Task Force, gets underway in August under the daily direction of Operations Center Manager B. F. "Biff" Williams and Training and Education Manager Dorothy Parrish.

In this exciting new program, Training Instructors and Road Supervisors are joining their respective talents and skills in on-street task-teams. They're being deployed to assist in system analysis and evaluation, and to support Bus Operators and all others directly involved in providing service to the public.

The Bus Audit Teams are being marshalled to interview operators, communicate with riders, identify schedule adherence problems, evaluate mechanical reliability and appearance of coaches --- to serve generally as a sounding board and communication link.

Working on all shifts, seven days a week, Bus Audit Teams will cover routes and schedules operating from all Divisions. They will be striving to achieve positive results in various problem areas which directly affect the delivery of service to the public, including: employee absenteeism, on-time schedule performance, cleanliness of coaches, and roadcalls.

The teams have been instructed to assist Operators in every way possible to make the job of driving easier and more productive. And they have full authority and responsibility for making thorough assessments of all aspects of the District's on-street operations, and for generating constructive recommendations for improvements, wherever needed.

This program represents an excellent opportunity for all of us to help one another --- and, most importantly, our current and future patrons --- as we strive to improve service. For this reason, I was pleased to announce initiation of the Bus Audit Task Teams on Aug. 19th --- the very day that teams went into action providing on-the-spot assistance and support for Bus Drivers and riders.

Gene P. Gardiner

Board adopts zero-deficit budget plan

A zero-deficit $117 million operating budget approved by Directors in July to fund bus service this fiscal year requires that the District achieve the budget-balancing actions contained in the "Deficit Reduction Plan" — that blueprint adopted early this year to offset a shortfall which otherwise could have amounted to more than $11 million. The sweeping plan calls for:

- Saving $3 million or more through cuts in non-operating expenses, achievement of internal productivity improvements, and workforce reduction in all areas, including management.
- Garnering an additional $2 million or more in new regional revenues.
- Utilizing limited amounts of Measure B monies (the half-cent transportation tax approved by Alameda County voters last November) to improve on-time delivery of bus service and to improve reliability of wheelchair-accessible service.
- Paring 40 to 50 buses from the commute-hour fleet — an action which is being tailored to keep impact on current riders to a minimum.

The FY 1988 budget projects that buses will operate a total of nearly 30 million miles in revenue service — down slightly from the 31 million miles registered in FY 1987 (in which operating expenses also totalled $117 million). The system serves nearly 240,000 weekday riders in 38 cities and unincorporated communities of the East Bay. Forecasts are that the system will garner farebox and other operating revenues totalling $46 million in FY 1988. Another $51 million in federal, state and regional operating assistance is expected, with about $19 million in property taxes being generated to support bus service.

Cost-cutting bus service reductions are being achieved by trimming weekday transbay and local route commute-hour capacity to more closely match current demand. For example, considerable unused commuter capacity is being trimmed from weekday A.M. transbay schedules which have been impacted by casual carpooling.

Additionally, other local and express routes and/or schedules will be adjusted in September. These adjustments, all of which still provide bus service alternatives, include:

1) Downtown Oakland Shuttle — to be streamlined to operate between Jack London Square and Kaiser Center only on Broadway. On Oak and Madison streets, the Shuttle will be replaced by Line 59/76.
2) Line E Local (40th St.) — to be supplanted by alternate Line C and F transbay, and local Line 65 service.
3) Line N — to operate midday (9 a.m. to 3 p.m. only between San Francisco and Eastmont Mall, instead of San Leandro).
4) Line 33 — to operate commute hour only.
5) Line 46 — to be operated only via the current Line 46A (Skyline to Foothill) route.

ALL STAR PLANNING — Working together to provide public transit services for the thousands of visitors who were in Oakland for the 1987 All Star Baseball Game were, from left, AC Transit's Transportation Supervisor Sylvester L. Mosley, BART Manager of Public Affairs Mike Healy, and Oakland Police Captain Jim Cooper. Preparation paid off as the three days of events went off without a hitch.

Comprehensive Service Plan under discussion

A sweeping "Comprehensive Service Plan" (CSP) that will streamline and modernize East Bay bus service to better meet projected needs was unveiled by the Board of Directors in July.

This ambitious plan, tantamount to a total overhaul of the system's routes and schedules, will produce service networks tailored to meet projected transportation needs of current riders — and to attract numbers of new patrons to bus service.

"For the first time, we're looking at the entire service structure as a single, integrated unit," according to General Manager *Gene P. Gardiner.* "We're going to modernize the bus service network to better meet tomorrow's needs."

For example, the traditional focus on "downtown" — in Oakland, Richmond, and Hayward — will give way, to some extent, to a new orientation recognizing recent, current and projected shifts in employment, residential, recreational, educational and medical centers. Today, only about 10% of AC Transit's riders are going "downtown."

Another key proposal: adoption in high-density metropolitan areas of a "grid network", the planners' term to describe evenly-spaced, crisscrossing north-south and east-west bus routes efficiently covering dense population centers. While it costs more to operate such relatively high service levels, there is considerable potential for generating significant increases in ridership and, therefore, farebox revenues. The grid system requires one transfer, at most, to get from almost any point to any other.

"In suburbs where population density simply won't support the grid concept, we envision routes radiating from transfer centers," Gardiner says. "There, routes would be scheduled to converge in timed transfer connections — linking neighborhoods together, and to regional bus and rail trunkline service."

AC Transit has developed a "model" network giving the public a tangible example of the types of service the CSP could generate. This model projects an 11 percent increase in service miles, at an additional operating cost of about $9 million yearly. It could be installed in about three years, and result in a projected 13% increase in ridership — or about $4 million more yearly in the farebox.

Planners state that the grid and timed transfer concepts provide an additional advantage: ready adaptability to future shifts in demand. The CSP, developed with assistance from UC Berkeley's Institute for Transportation Studies, will be disseminated for public scrutiny and discussion at a series of workshops at convenient East Bay locations later this year.

Formula sought for future Dumbarton Bridge service

The future of bus service across the Dumbarton Bridge, linking Southern Alameda County with the Stanford Industrial Park in Palo Alto and the Peninsula rail and bus systems, is currently under debate by AC Transit and other agencies.

Operated since 1984 by AC Transit, the Line DB-Dumbarton Bridge buses today carry more than 300 patrons per day, but the cost of running the service requires funding from the Metropolitan Transportation Commission (MTC) and contributions from other agencies in addition to AC Transit.

Currently, cost for the 1987-88 fiscal year is projected at $626,296, with $106,470 estimated from farebox revenues. This means that passengers (at $1.50 per adult ride) are contributing about 17 percent of the operational costs of the service.

In order to address the problem, the MTC has proposed a funding formula for operation: AC Transit, 19.5 percent; BART, 25.4 percent; Union City, 5 percent; Santa Clara, 44.4 percent and San Mateo, 5.7.

As a possible means of saving the service, the District is exploring the concept of requesting private operators to submit proposals on costs and procedures of running the service.

Young workers gain summer job experience

Providing East Bay youth with an opportunity to learn through work experience is the heart of the City of Oakland Summer Youth Program in which AC Transit is cooperating this summer.

Young people are being given a chance to gain first-hand knowledge of various operations which go into making a major public transit agency like AC Transit function — and, at the same time, earn needed dollars, at no cost to the transit system.

Nine different departments are included in the jobs program: Personnel, Operations, Risk and Insurance, Operations Analysis, Administration, Accessible Services, Government Community Relations, and Administrative Projects and Marketing.

Young men and women may choose among positions offered by the various departments. Typical jobs available include clerical, general office, bookkeeping and data processing skills. The jobs are designed as stepping stones to possible future careers.

The summer jobs project is a joint effort among public and private organizations in the City of Oakland, and is spearheaded by Mayor Lionel Wilson. Under the program, AC Transit contracts with St. Elizabeth's Youth Employment Corporation.

Students involved in the program received orientation at AC Transit July 2, and will be on the job through August 31, according to Gail Higgins, assistant personnel manager, who is coordinating the project for the District.

Salaries for the youth are provided through a federal grant — part of the Job Training Partnership Act, and involve no District funds, according to Higgins.

A total of ten youth positions are involved.

Fifteen-year-old Laquesha Murdock, of Oakland, launches her summer work in the Personnel Department after orientation.

Leadership class ends with members' evaluation

Training and Education Manager Dorothy Parrish (standing) encouraged analysis by class members of their lengthy, recently completed leadership course, which covered both the philosophy behind good management and the specific day-to-day aspects of managing.

More than 40 AC Transit management people concluded a five-month program titled "Developing Frontline Leaders" with an evaluation session in which a panel of class members reviewed class content and concrete results.

The District's participants received two units of credit from the Oakland branch of National University, but the panel which assessed the program gave higher value to practical rather than academic benefits. Program segments included "Developing Job Skills", "Giving Constructive Feedback", "Taking Corrective Action", "Coaching for Optimal Performance" and "Establishing Performance Expectations".

The program may be repeated next year.

In-house contests choose driving champs, leading

Trophy takers

THE BEST — 1987 Bus Roadeo winners shared smiles at the Training and Education Center. Above right, from left, Harold I. Kurz, East Oakland, third place; William G. Gamlen, Hayward, first place; and Jesse Cruz, Hayward, second place. Observing were Board Member J. G. "Jerry" Wiggins, behind Gamlen, and Instructor Don Morgan, right, announcer for the Roadeos. A week earlier, unofficial Roadeo awards were, from left, Mildred Wenzel, third; Mark Beam, second; and Louella Delaney, first place, all from Hayward Division. Assisting were Wiggins and Board President Roy Nakadegawa, right. Bottom, from left, "Vee" Adcock, Bruce Goddard and Michal Settles review competition, while above them, James Lee, in wheelchair, Billy Bishop and General Manager Gene Gardiner compare notes.

Roadeo rooters

Even top bus driving pros sometimes upset a few test-course barrels!

Bus and "littler" bus

JOINT EFFORTS — Golden Gate Transit sent a "little guy" to delight old and young, right. Further agency cooperation was evidenced, below left, when Golden Gate Transit's Glen Wolf (left) took First Place in that system's Roadeo, held concurrently at the Hayward site. Instructor Carl Kissinger was recognized by the Marin-based District for coordinating the two-agency event. Judges who scored competitors included CHP representatives, from left, Vince Chambers, Oakland, Tom Wieland, Contra Costa County and Al Cole, Hayward; joined by Glen Ratliff.

FEEDING THE TROOPS — AC Transit Boosters Club members were on hand, above, to sell box lunches and lend support to drivers, judges and interested visitors. At left, AC Transit Board President Roy Nakadegawa picks up food, as does Richmond Division General Superintendent Lee Skilling, right. At far right is Lynelle Lewis, while serving behind the table are, from left, Booster Club members Evelyn Tinkham, Henrietta Hortman and Betty Burnett.

FOCUS: Transit People and Projects

Young visitors

Test ride

LEADER OF THE PACK — AC Transit Road Supervisor Ron Johnsen, who trades his District uniform for a Cubmaster neckerchief during off-hours, hosted Gomes School Cub Scout Pack #447, Den 6, of Fremont, as the young people became the first school kids to tour new operational facilities at Hayward Division. Nearly a dozen youngsters, along with some parents, got an inside look at how the bus system works.

GETTING AROUND — Chaperoned by parents and teachers, plus AC Transit Supervisor Andrew Lemons (above right), two dozen pre-schoolers from the Pinole YMCA tried out District bus service. For more than half of these happy riders it was the first-ever bus ride.

FOCUS: Transit People and Projects

PRESSING POINT — A new two-color, 29-inch Heidelberg press gets a test run from Lead Press Operator William "Bo" Aubrey as Printing Supervisor John Hoh, right, looks on. The new piece of equipment, which can turn out 10,000 sheets per hour, will assist the District in reducing outside printing costs such as timetables, district publications, car cards and other items which now will be handled "in-house."

TRiP celebration

OPENING DAY — AC Transit representatives were among the many well-wishers who gathered June 8 at the new offices of Berkeley TRiP, the community transit advocates, as its move to new facilities was celebrated. Berkeley TRiP provides public transportation, ride-sharing, and general travel aid and liaison for residents and visitors to the Berkeley Area. In addition to AC Transit Board President Roy Nakadegawa and Directors Michael Fajans and Peter Smith, District attendees included Marketing Manager Mike Mills (right), whose department works closely with Berkeley TRiP in dispensing public information materials. Accepting the friendly support is Laurie Udell, Berkeley TRiP Marketing Director.

Passes receive wide acceptance among the public

Is AC Transit's monthly pass positively received by riders? Has use of the pass been widespread?

If numbers compiled while school was in session earlier this year are any indication, the answer is a resounding "Yes."

Because many students use passes, review of overall use must include a time when school is open to have validity.

The study of May, 1987, shows how important the pass is to riders.

Figures for May show that 27,686 monthly passes were issued, with revenues amounting to more than half a million dollars.

During school months, more than one-third of all passes sold are to youth. Sales of over 10,000 youth passes per month during school drop in half in the summer. In July, 1986, 5,419 youth passes were sold, while ten months later the figure was 10,620.

The second largest group to purchase passes are adults who buy $30 unlimited ridership passes. A total of 6,414 were issued in May. Reduced $24 adult off-pead-only passes amounted to 282.

Senior citizens bought 5,700 passes in May while disabled persons counted for another 2,630.

Transbay riders—whose cost per pass is $54 for Zone 1, $67 for Zone 2, and $81 for Zone 3—purchased 1,714 for Zone 1, 305 for Zone 2 and only 21 for Zone 3.

"All in all, I would say the public has been pleased with our offering passes," says Treasury Supervisor *James W. McCracken*, who is directly responsible for the program. "We would, of course, like to encourage more riders to purchase and use passes."

Besides the May AC Transit passes, the District sold another 2,000 passes for San Francisco Municipal Railway (MUNI) service. These included both decals added to AC Transit passes and Muni Fast Passes sold through the Transbay Transit Terminal offices in San Francisco. The District also sold AC/BART Plus tickets to more than 250 riders.

Board Actions

(Continued from page 12)

- Authorized General Manager to allocate funds, up to a specified limit, for bus shelter renovation in connection with Latham Square Renovation Project, on Motion of Director Wiggins.
- Authorized General Manager to enter into cooperative arrangement with City of Oakland businesses to improve Downtown Shuttle, on motion of Director Bettencourt.
- Adopted resolution authorizing General Manager to file claim with MTC for allocation of AB-1107 funds for FY 1987-88; further authorized GM to submit relevant financial reporting forms to the MTC, on motion of Director Bettencourt.
- Proposed deficit-reduction measures, including service adjustments and internal cost control measures, to be presented for consideration at scheduled public hearing, on motion of Director Bettencourt.
- Approved stances of neutrality on California Assembly Bill 3 and of support for Assembly Bill 1134, on motion of Director Smith.
- Approved and adopted mass transportation services plan for the handicapped, on motion of Director Bettencourt.

IMPROVEMENTS NOTED—Shondra Brown, above right, part of the Summer Youth Program in Oakland, joins AC Transit Coordinator for Accessible Services James W. Lee, center, at Oakland City Hall for ceremonies marking improvements in pedestrian walkways for the disabled. Joining them was Adele McHale, aide to State Senator Nicholas C. Petris (D-Oakland).

Our 'Stockholders' Write

I sold my car and, for two weeks, was a daily passenger on two different bus runs. To my surprise and thorough enjoyment, the experience was a most pleasant one. I must say I expected quite a bit less from public transportation!

I was so gratified that I felt compelled to write you to commend two outstanding drivers. Every morning *Chuck Oden* (Line 92) picked me up and delivered me safely to work, and every evening *Joaquin Limtiaco* (Line 22) picked me up and delivered me safely home. These gentlemen were pleasant, courteous and punctual for the entire two weeks.

I commend you on your fine service and courteous drivers!

Tami Voss
Hayward

* * *

As an old-time AC bus rider (over 35 years), I must say you do, for the most part, have excellent, caring drivers. I have recently had the pleasure of re-making the acquaintance of *W.H. Dawson*. Not only is he a careful and skilled driver, but also a real gentleman.

We are all prone to quickly be critical, but seldom take time for praise. Please give my "pat on the back" to Mr. Dawson.

Donald DeCoss
Oakland

* * *

I would like to commend Driver #1636 *(Robert "Sy" Tarlen)* as being a very considerate person, cooperative, pleasant and very obliging.

Sy shows kindness to everyone.

Bertha Garcia
El Cerrito

I would like to commend one of your drivers on the 51 Alameda Line *(Gene Thomas)* for showing his integrity and moral standards by telling three con-artists to take their "scam" off his bus.

These con-artists set up the "Shell Game" in the back of the bus every military pay-day, usually boarding in Oakland and getting off in Alameda.

Driver Thomas should be commended. And all the other drivers should have the courage to do the same thing.

D. LeBlanc
Alameda

* * *

Thank you for your time with our Preschool. They loved the bus ride and your useful information.

Making time for programs such as this is useful in the long run for the whole community.

Montclair Community Play Center
Oakland

* * *

I am writing to commend one of your drivers *(Rebecca Stinson)*.

I was on her bus when there was a handicapped person in a wheelchair aboard. When she would not allow him to take off his brakes or unbuckle until she had brought the bus to a complete stop, he verbally abused her, even calling her names. Still, she was courteous and kind to him.

I've been an AC Transit rider for the 20 years I've lived in California.

F.H. Raines
Berkeley

Actions of the Board

At an adjourned regular meeting May 19, the Board of Directors:

• Authorized General Manager to contract with Louise Rush Consultants for a child care needs assessment, with specified cost ceiling and subject to approval based on grant application relevancy, on motion of Director Shepard.

• Approved support of California Senate Bill 1028 and opposition to Assembly Bills 1543 and 2626, on motion of Director Smith.

* * *

At an adjourned regular meeting May 27, the Board of Directors:

• Authorized travel of General Manager to attend annaul APTA General Managers' Conference July 12-15 in Boston, on motion of Director Bettencourt.

• Approved District participation in youth summer employment program, on motion of Director Bettencourt (see story, Pg. 5).

* * *

At an adjourned regular meeting June 10, the Board of Directors:

• Authorized General Manager to enter agreement with Western Contra Costa Transit Authority in connection with Line 30Z service for the period July 1, 1987 to June 30, 1988, on motion of Director Bettencourt.

• Authorized General Manager to enter into cost-sharing arrangement in connection with continuance of Line DB service through December 31, 1987, and to explore private-sector provision of such service, on motion of Director Bettencourt (see story, Pg. 4).

(Continued on page 10)

Transit-Times

Published monthly by the
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
1600 Franklin St., Oakland, California 94612-2806
Telephone (415) 891-4777

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v. 30, no. 3
Sept. 1987

Vol. 30, No. 3 September, 1987

Transit-Times

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Buses aid anti-crime program

Nakadegawa notes busway pluses

"The key advantage to Busways as a commuting concept is the combination of cost-effectiveness and flexibility," says Board President *Roy Nakadegawa*. "Rather than continue a costly infatuation with heavy-rail transit projects, let's combine the best characteristic of rail — the efficiency of an exclusive right-of-way — with the flexibility and cost-effectiveness of bus operations."

Nakadegawa forecasts high-capacity buses forming in convoys that travel swiftly via exclusive Busways linking employment centers with residential neighborhoods. Along each Busway, coaches stop briefly to serve transit centers and suburban park-and-ride lots, spaced at intervals much like more-familiar train stations.

"One essential advantage of this system is that riders need not necessarily be forced to transfer to continue a trip," says Nakadegawa. "Steel wheels and rails are severely limiting in this respect; you can't cut cars out of the train to spread the passengers conveniently throughout suburbia.

"However, buses can be operated on the Busway only where it's efficient — in the congested areas. Along the way, from the transit stations or the outer extremities, coaches can be routed to drop off the Busway and fan out into neighborhoods."

Another advantage is safety and speed: when buses don't have to compete with other vehicles for road space, travel time is greatly reduced.

Take a typical freeway which can accommodate 1,800 cars an hour — or just over 2,000 commuters (at 1.2 passengers per vehicle, on the average). Install an exclusive Busway instead, and 450 standard 40-foot buses each hour would provide sufficient capacity to move 18,000 riders comfortably. With articulated or double-decked buses, commute-hour capacity on that hypothetical Busway (at 75 riders per coach) would increase to 33,750 per hour.

Nearly two decades ago, the Busway was introduced (in the form of a reversible inner lane) on Interstate 95 approaching Washington D.C. In the early 1970s, officials reported that commuters were opting to park their cars and board express buses up to 12 miles away in Virginia. At that time, this exclusive right-of-way cut commute-hour travel time to the Nation's Capitol by as much as 25 minutes.

Since 1970, a 2½-mile "Exclusive Bus Lane" (XBL) has served the needs of thousands of commuters using the I-495 approaches from New Jersey to New York City. Ten years later, officials stated that, typically, 1,100 buses carried 40,000 weekday passengers via the contraflow XBL — with travel time savings of 15 to 25 minutes. This capacity, incidently, exceeds that of any rail commuter system introduced in the U.S. in the past 25 years.

Another contemporary success story is to be found in Ottawa, Canada, where tens of thousands of commuters enjoy speedy trips on Ottawa-Carleton's new "Transitway." This facility, stretching 15 kilometers across the city, already carries 9,000 passengers per hour and is expected to accommodate an additional 50 percent increase in ridership — a projected level which matches the capacity of BART's much more costly system traversing San Francisco Bay.

"Unfortunately, the U.S. isn't looking for cost-effectiveness as it considers new transit systems," Nakadegawa notes. Even in a heavily-congested corridor, rail is very expensive. Exclusive Busways would be an equally effective, yet much less costly option to meeting commute-hour needs of metropolitan transit users.

Top North American drivers compete

APTA ROADEO — The American Public Transit Association's 1987 Bus Roadeo — held at Hayward Division, adjacent to the Training and Education Center (shown in background) — drew participants from 103 transit agencies from across the United States and Canada. The September 29 competition, challenging the skills of outstanding men and women operators across North America, saw Seattle Metro capturing top honors, while AC Transit finished 14th. This national Roadeo followed local and regional competitions, hosted by the District — which also contributed staff and support for APTA's San Francisco convention (to be featured in next month's issue).

Finance chief To close-out Varied career

N. A. Gage

Nathaniel A. (Nat) Gage, Director of Finance, has announced his retirement after more than eight years with the District. He previously had served as Deputy Executive Director for the MTC, following 35 years in the Army, from which he retired as a colonel.

The 70-year-old Gage directed financial affairs of the District, as well as over-seeing the nearly-completed $100 million facilities improvement program, most of which was financed by government grants. Gage also is credited for the unique financial plan (employing no public money) which brought about construction of the new General Office building.

The program has produced revamping and modernizing of existing buildings on the same sites, plus some totally new facilities on acquired sites. The latter includes the District's first Training and Education Center and a whole new operating division, both located in Hayward.

Gage also served the District as Acting General Manager in the 1985-86 period.

New Flyer of Canada Receives bus contract If set conditions met

AC Transit is slated to buy 56 new buses, plus a possible additional 56, if a Canadian company agrees to open a plant in the Bay Area to assemble the coaches.

New Flyer Industries Limited, of Winnipeg, the firm submitting a low bid of $8.9 million for buses and equipment, will get the contract, but with conditions attached by the Board of Directors, who want buses assembled in the Bay Area, with the majority of component parts being American-made. Directors also want to inspect facilities where assembly will take place before voting their final approval.

The contract to procure the vehicles specifies a cost of $157,770 per 40-foot coach and $152,385 per 35-foot coach. Both models are equipped with passenger lifts to aid riders with mobility problems.

Included in the bid package are spare parts and equipment to ensure fleet reliability on the road. The option to purchase an additional 56 buses specifies the same cost per unit.

Purchase of the new buses, which could be delivered within a year, is in line with the District's equipment replacement plan, according to Board President *Roy Nakadegawa*. This plan projects purchase of 56 buses per year during the next five years.

PROBLEM SOLVERS — An historic signing ceremony this summer established AC Transit's first-ever Joint Labor Management Oversight and Policy Committee (OPC). Signatories included General Manager Gene P. Gardiner, seated with Bus Driver Pat McFall. Participants included (left to right) Jeri Mersky, consultant; and OPC members — Director of Operations George Grandison, Director of Finance Nat Gage (now retired), Bus Driver Don Boyer, and Chief Labor Attorney Dan Ready.

District, Union make historic move

Representatives of the District and Amalgamated Transit Union (ATU) Local 192 leadership took a historic step this summer with the creation of AC Transit's official **Joint Labor Management Oversight and Policy Committee**.

"This new problem-solving task force has a vital agenda which will be simple, yet sweeping in scope," states General Manager *Gene Gardiner.* "Their goal is to work together to improve the morale, health, safety and security of all employees."

Initially, Local 192 Vice President *Jerry Sullivan* and Chief Labor Attorney *Dan Ready* will share responsibility for chairing the eight-member Oversight and Policy Committee (OPC), which consists of four management and four union representatives.

The OPC will initiate and then oversee activities of six Worksite Committees to be convened at each of the operating divisions, at Central Maintenance and in the Administrative Offices. Additionally, the oversight group will establish the action plans and agenda for the entire JLMC process.

Worksite Committees will be established this fall to meet twice monthly, focusing on work-related problems and issues of a non-disciplinary nature. These satellite committees will pursue projects approved by the oversight group, and they'll also be expected to generate recommendations for dealing with problems at their specific locales.

The OPC co-chairs note that these committees — and the process — will be entirely divorced from the familiar grievance procedures. The OPC and its subsets cannot alter the Collective Bargaining Agreement or District policies and procedures.

"The District is taking an important stride in improving the level of employee involvement in the decision-making processes," notes Ready. "Internal improvements will be one important product of this process. We also expect that improved internal relations will have healthy effects on the product of our collective activities: sustaining and improving the quality of service we provide to the public."

OPC members in addition to Ready and Sullivan are Bus Driver *Don Boyer,* Director of Operations *George Grandison,* Bus Drivers *Marvin Nettles* and *Pat McFall,* and Director of Administration *Michal Settles.* The make-up of the six-member Worksite Committees is being determined jointly at each of the six District facilities.

THE COVER — AC Transit bus posters are urging residents to join Neighborhood Crime Watch. Laurie Warren, chairperson of Hayward's Neighborhood Watch, inspects one "traveling billboard" with Hayward Mayor Alex Giuliani (center) and AC Transit's liaison, Bruce Goddard. The bus posters are part of the District's effort to aid cities and citizens in quelling crime.

District's prototype bike rack shows promise

A prototype of a new bicycle rack for front-mounting on District coaches is awaiting inspection by local two-wheel enthusiasts and review by the California Highway Patrol.

The lightweight steel and aluminum rack was produced at the Central Maintenance Facility as a collaborative effort of three employees: *Alan Bowerman,* a welder/fabricator; *Richard Cardozo,* working foreman; and *LeRoy T. Grant,* machinist. Its promise lies in its being lighter, cheaper, easier to manufacture and maintain, and less obtrusive when coaches pass through the wash racks.

Production Supervisor *Colby Swanson* calls it "a great example of our people spotting a problem and seeing if they could come up with an improvement."

TOP TRIO — Directors Jerry Wiggins and Roy Nakadegawa flank the District's APTA Regional Bus Roadeo winners, posing with event trophy: (from left) Jesse Cruz, first; and Harry Kurz, second. William Gamlen, 1987 in-house Roadeo champ, offers congratulations.

Lucchesi career saluted

Yet another transit industry honor will go to the District's retired Maintenance Manager, *A.R. "Tony" Lucchesi,* when he enters the American Public Transit Association's "Hall of Fame" in a September 29 ceremony during that organization's Annual Meeting, being held this year in San Francisco.

In APTA's words, "Tony Lucchesi's record in maintenance is unparalleled, and his 44-year transit career is a model and inspiration to the transit industry."

Lucchesi retired from AC Transit in 1978 after chalking up a string of accomplishments which included spear-heading development of an experimental steam bus, which received national attention; directing the cut-down (by a full six-feet) of a fleet of standard 35-foot buses for use in Dial-A-Ride service; and working early-on with manufacturers to develop a workable wheelchair lift.

His transit career began in 1933 when he joined the District's predecessor, Key System, as an 18-year-old bus cleaner.

More employees earn quarterly honors

EARNED PRAISE — Richmond Division Dispatcher Onesimo G. Rios (left, with General Manager Gene Gardiner) was chosen "Clerical Employee of the Quarter" for "a high level of productivity with a high quality of performance." Anthony Clifton (below, with Director of Operations George Grandison), Mechanic A, Emeryville, became "Maintenance Employee of the Quarter" after a nomination letter was signed by some three-dozen drivers. Hayward Division's George E. "Chili" Garcia (below left with wife) earned "Bus Driver of the Quarter" honors for his performance as a Hayward Division operator and 43-year service record.

ANOTHER HONOREE — "Non-Union Employee of the Quarter" is Marketing's Doyle D. Dewberry (above, at right, with General Manager) — selected for "job performance above and beyond the normal call of duty" as public information liaison to community groups. He is a former driver and instructor.

Since its inception in 1985, the Employee Recognition Program has chosen 38 quarterly honorees, plus two "Employees of the Year." Quarterly winners receive plaques; $50 savings bonds; $750 National University scholarships; worksite ceremonies, including refreshments; and in-house publicity. "Employees of the Year" also receive higher-value — $1,000 -- savings bonds and scholarships.

Three get quarter-century safe-driving awards

SAFETY SPOTLIGHT—Harry E. Hall, Richmond Division driver, receives congratulations from General Superintendent Lee Skilling as Hall's wife, Melva, looks on. The Richmond resident achieved his goal of two-and-one-half decades of safe driving, then announced his retirement. Hall will be devoting more time to his model ship building, a hobby which has won him recognition in both public display and sales.

PERFORMANCE REWARD — Director of Operations George Grandison (right) presents East Oakland Division Operator Marcellous Harrison with one of several symbols of recognition for being the 66th District driver to earn the 25-Year Safe Driving Award. Harrison was honored for recording the excellent safety performance over a career which began in 1956. Harrison received his first behind-the-wheel safety award in 1957.

HONORING EXCELLENCE — Ceremonies at East Oakland Division honored Henry Lim this month as the veteran operator was recognized for 25 years of safe driving. The 65th AC Transit driver to receive the quarter-century award, Lim has been behind-the-wheel since 1959, and won his first safety award in 1961. Presenting the pin denoting his achievement is Director of Administration Michal Settles.

Hologram imprint assures Monthly Pass integrity

NEW LOOK — AC Transit Customer Service Supervisor Lorrie Gonzales holds new Monthly Pass which features special hologram printing (top center of the card), guaranteeing that passes will be valid. The new design was initiated with October's press-run. The District currently issues some 30,000 passes each month, offering passengers both economy and convenience.

INFO BOOST — AC Transit's Marv Hancock (left) and Kay Bell of MTC view the first of 25 planned passenger information aids to be installed, by 1990, at focal points of Bay Area transit. Each will have from 3 to 12 panels — depending on the extent of transit activity at the site — to help passengers with boarding locations, maps, fares, schedules, and transfer information. This particular module is at BART 12th Street. The Regional Transit Association funded it through a Transportation Development Act grant.

CLASS PERFORMANCE — Among those present at a luncheon for Diesel Mechanic graduates, were (front row, from left) George A. Tercero, Jr.; AC Transit General Manager Gene P. Gardiner; R.C. Jones; Alejandro N. Panares and Kenneth Edwards. (Back row) Victor Titus; College of Alameda Instructor Vic Carranza; Charles R. Denison; and Director of Operations George Grandison. Graduates unable to attend were Linda Dewberry and Danny B. Houze. The unique training program for AC Transit employees interested in improving their job opportunities by qualifying as mechanics, is a joint effort of AC Transit and Peralta College System's College of Alameda. This is the seventh class which has completed the program, and nearly 100 AC Transit employees have taken advantage of the opportunity to further their prospects in the field. The course requires employees to spend two nights per week, of their own time, for nine months. The District absorbs all costs.

FOCUS: Transit People and Projects

UNITED WORKERS — This group representing functions and departments throughout AC Transit volunteered their efforts to canvass fellow employees during the annual in-house campaign to benefit United Way of the Bay Area. Under the direction of Personnel's Donna Pate (far right, holding bus model) the group collected the checks, pledges and payroll-deduction authorizations which will aid in supporting the 200 human-needs organizations which receive United Way funding.

BATH-AND-A-HALF — Though the weather was dry, September brought showers for coaches at the Richmond Division with installation of a new bus washer at the District's northernmost facility. As part of the face-lifting for Richmond's operational yard — a $13 million project — the new wash rack features two bays and an environmentally sensitive water reclamation system. The new dual washers replace a single washer which has been in use for more than 20 years. Among other benefits of the current system is elimination of minor nicks and scrapes caused by the older, outmoded unit. All 148 buses at the Division are being washed on a daily basis. Total revamping of the Richmond site is expected to be completed by the end of next year.

Actions of the Board

(Continued from back cover)

- Adopted resolution supporting accessibility in all situations where fixed-route transit is available to the general public, on motion of Director Bettencourt.
- Scheduled Public Hearing September 9 to solicit public input on Draft AC Transit Five Year Plan for Fiscal Year 1988-92, on motion of Director Smith.
- Approved a series of actions relating to Management employees' salaries, benefits, and job classifications; approved realignment of Personnel Department staff functions; approved adoption of Career Paths Guidebook; approved proposed Early Retirement Program, on motion of Director Shepard.

* * *

At an adjourned Regular Meeting July 29, the Board of Directors:

- Approved proposed personnel authorizations, subject to specified adjustments, for Fiscal Year 1987-88, on motion of Director Rinehart.
- Approved District Operating Budget for FY 1987-88, on motion of Director Rinehart.
- Adopted Classification Analysis and Salary Compensation Study, on motion of Director Rinehart.
- Adopted "Private Enterprise Participation: Proposed Policy/Process for AC Transit"; approved a slate of service adjustments and deferred action on other specified adjustments, on motion of Director Fajans.

* * *

At a Regular Meeting August 12, the Board of Directors:

- Adopted resolution honoring Vernon J. Sappers for life-long contributions to and support of the District and of public transportation in general, on motion of Director Bettencourt.
- Adopted resolution authorizing agents of the District to institute, prosecute, and defend small claims cases, on motion of Director Bettencourt.
- Authorized General Manager to execute reciprocal transfer agreement with Vallejo Transit, on motion of Director Fajans.

* * *

At an Adjourned Regular Meeting August 26, the Board of Directors:

- Awarded contract for furnishing buses to New Flyer Industries, Ltd., subject to specified contingencies, on motion of Director Fajans (see story, Pg. 3).
- Authorized General Manager to execute Request for Proposal for Management Benefits Program and to enter services agreement in connection with Strategic Plan Development Project, on motion of Director Fajans.

* * *

At a Regular Meeting September 9, the Board of Directors:

- Authorized General Manager to renew contract for Regional Transit Connection Employee Outreach Ticket Sales Program for FY 1987-88, on motion of Director Fajans.
- Adopted resolution expressing appreciation and best wishes to retiring Director of Finance Nathaniel A. Gage, on motion of Director Bettencourt.

SPACE-AGE SPOTTERS — AC Transit Radio Technician Dan Woods checks out electronic coach locator devices being installed at 20 test sites between Berkeley and Hayward. The pilot program, testing effectiveness of the devices in pin-pointing bus locations, involves Lines 56, 57, 82, and 83, with a total of 41 coaches included in the first phase.

Our 'Stockholders' Write

During the day I took 24 children and 6 adults from the Kensington Nursery School on a field trip to Oakland Chinatown, we were assisted by 4 wonderful and patient drivers. One of them, Ms. *Pat Neal,* was particularly fantastic.

She took care for the safety of the children (ages 2½ to 5), rearranging people efficiently and in a friendly manner and giving us helpful suggestions for future field trip travel. She sang songs with the children. Her enthusiastic attitute was contagious and reflected in the laughs and smiles of her heterogeneous group of passengers on a crowded bus.

We are pleased to thank you for a positive and delightful experience.

Janet Richardson, Director
Kensington Nursery School

* * *

This is written with the desire to show appreciation for the driver of the 92 Bus leaving Cal State, Hayward, each morning *(A.K. Winter).*

He is always on time, unfailingly pleasant, courteous and helpful. The ride is smooth and safe; passengers in wheelchairs are taken on with reassuring efficiency and consideration.

His quiet sense of humor, plus the other qualities mentioned, make riding on this bus a pleasure, and I take this opportunity to thank him.

Eleanor McLay
(and seven fellow passengers)
East Bay

Thank you *(Florene Braneon)* for helping me find the bus with my yearbook on it. I am grateful and pleased with the efficiency of your work. I am thankful that I received my yearbook back and that you were there. That day was a nightmare until you showed me where to find my yearbook.

I am very pleased to know that there are people like you that help people like me.

Eric Ko
Oakland

* * *

Mr. *Dan Reagin* is consistently one of the most courteous drivers I've had occasion to ride with in quite some time. He works during the morning rush hours and is always prompt to meet his passengers.

It is a pleasure to ride on his bus. We need more like him!

Leo M. Tinsley
Oakland

* * *

I feel it is necessary to commend excellent drivers who set a good example of good service.

For the 78 Line I commend *Lawrence Redic* to be not only a friendly, outgoing person but one who is considerate of others and a very caring person. He's always on time and, after a long hard day of work, his service is greatly appreciated.

Tina Marie Graham
Richmond

Actions of the Board

At an Adjourned Regular Meeting June 30, the Board of Directors:

- Authorized specified contribution for the District's participation in the 1987 Annual Meeting of American Public Transit Association, on motion of Director Bettencourt.
- Authorized minimum essential expenditures to bridge the period prior to approval of Fiscal Year 1987-88 Operating Budget, on motion of Director Rinehart.
- Adopted resolution establishing appropriations limit for 1987-88 tax proceeds, on motion of Director Rinehart.
- Approved contract award to C. Overaa and Company for Emeryville Division Operating and Maintenance Facility reconstruction and demolition, on motion of Director Rinehart.
- Approved interim continuance of Line DB-Dumbarton Bridge service, on motion of Director Rinehart.

* * *

At an Adjourned Regular Meeting July 15, the Board of Directors:

- Deferred action on contract award for furnishing 56 new buses, pending additional staff analysis and recommendation, on motion of Director Rinehart.
- Approved contract award to Caleb V. Smith for furnishing District uniforms, on motion of Director Rinehart.
- Authorized General Manager to assign responsibility for Facility Improvement Program to Facilities Administrator, on motion of Director Wiggins.

(Continued on page 10)

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Published monthly by the
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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

New-look shuttle Aims to boost Broadway business

Area APTA was rare resource

APTA's 106th Annual Meeting, held here September 27 - 30, (see Pages 4 and 5) provided an unparalleled opportunity for AC Transit's Directors and staff both to participate in and contribute to an array of instructional and stimulating activities. Nearly 15,000 transit policy-makers and managers from more than 50 countries came to the Bay Area for APTA-related events including:

- The business of North America's premier transit advocacy group.
- An array of informational seminars and instructional workshops.
- The 1987 International Bus Roadeo, hosted by AC Transit and conducted at Hayward Division.
- APTA's third triennial "EXPO '87" — a huge exposition showcasing the latest in mass transportation vehicles, support systems and services.

APTA business activities requiring AC Transit representation included election of new officers. Following two years as APTA Vice President-Human Resources, Director *Linda Shepard* relinquished the post to Sam-Trans' Miriam Golikely while Reba Malone, a board member at San Antonio's VIA system, became the international organization's first woman chairperson.

AC Transit workers and equipment also were quite evident in the events surrounding the meetings and exposition at Moscone Center. While drivers helped with shuttle services, District transit information and public relations personnel aided the thousands of visitors with informational assistance and support.

Many AC Transit staffers gained from and contributed to the array of workshops conducted by APTA during the three-day conference.

THE COVER — Serving Broadway, Oakland, as a joint effort of downtown business and AC Transit, redecorated shuttle buses soon will operate every 15 minutes, weekdays, from 9:30 a.m. to 5:30 p.m. (speeding-up to 5 minute intervals at lunchtimes). Glenn Isaacson, representing the downtown business community, which is promoting and underwriting the free service, checks out the new look with District General Manager Gene Gardiner.

End-of-year cut in employee numbers announced

A layoff of non-driver personnel — announced to District Directors and the workforce October 23 — is scheduled to be carried out by the end of the year. Among those to be affected are 17 management/administrative people, as well as hourly workers in both maintenance and clerical positions.

"It's with deep regret that we announce this action," said General Manager *Gene Gardiner.* "We have no choice but to cut payroll at this time; and we must achieve the cuts in ways that minimize impact on bus service and bus riders."

The personnel action is aimed at paring the System's operating expenses by some $1.5 million, to match a diminishing revenue base.

Actions already undertaken this fiscal year to cut costs and/or generate revenues include an earlier reduction in non-driver workforce; layoff of 58 part-time drivers; deferral of all non-essential expenditures; delay of computer system upgrades; discontinuance of under-utilized transbay bus service; and success in garnering an additional $2.1 million in available regional dollars.

Review of more deficit-reducing Proposals is Public Hearing aim

AC Transit's Board of Directors took additional measures at an October 14 meeting to get a grip on financial problems.

The policy-makers reviewed and adopted a variety of actions aimed at offsetting the financial shortfall experienced during the first months of the budgetary fiscal year that began July 1.

In addition to reaffirming support of General Manager *Gene Gardiner's* orders curtailing all expenditures not directly linked to providing on-street service, the Directors set a Public Hearing for November 18 to review proposals for possible fare and bus service adjustments.

The moves followed a Deficit Reduction Plan pursued earlier this year to address financial needs. Recent actions taken to achieve significant cost-savings and budget-cuts, include:

Previous actions

- Reduction of service by more than 300 hours per day, coupled with layoff of over 50 part-time bus drivers.
- Elimination of 27 support (non-bus driver) positions.
- Early retirement of two dozen veteran employees.
- An impending five-percent reduction, across-the-board, of all non-driving personnel to yield $1.5 million specified by the Directors.

But these reductions, coupled with actions taken during last fiscal year, will not completely balance the budget in this fiscal period. And, Gardiner told the Board, additional belt-tightening measures must be adopted. The District's latest financial projections indicate that without additional dollar-saving steps, AC Transit could face a 3.5 to $6 million deficit this year.

Actions under consideration at the Public Hearing include a basic fare increase of five cents — from 75 cents to 80 cents for adult local riders peak hours only — on Jan 1, 1988.

This fare adjustment could yield up to $54,000 additional revenues in this fiscal year, while assuring receipt of $2.1 million in funds from the Metropolitan Transportation Commission (MTC) — the financial conduit for regional transit monies available to support East Bay bus service. MTC has been urging AC Transit to raise the base fare to 80 cents — the same as BART's minimum.

In a move to curtail abuse of transfers, Directors also are considering an adjustment to transfer policy — suggesting a 10-cent fee for every initial transfer, now given free. An estimated $200,000 in revenues would result.

Fare proposal

Also, it is proposed that AC Transit adopt a differential transbay bus fare ($1 westbound across the Bay Bridge to San Francisco and $2 eastbound) with possible elimination of zone charges. Directors are hopeful this move will raise $130,000 while reducing "casual carpooling" which now involves some 3,000 persons, who regularly congest westbound bus stops each morning.

Potential service adjustments to be discussed during the Public Hearing include elimination of specified transbay bus service to and from San Francisco on weekends and nights — which could yield more than $700,000 in cost reduction. Lines A, K, RD, RF and RH are slated for reductions, with Line F service on weekends and holidays expanded from 15-minute to 20-minute headways.

The public hearing on the potential fare and service adjustments has been scheduled for 7:30 p.m. Tuesday, November 18th.

Annual Convention

Participation in APTA varied

International Roadeo drew drivers and judges to Hayward (below).

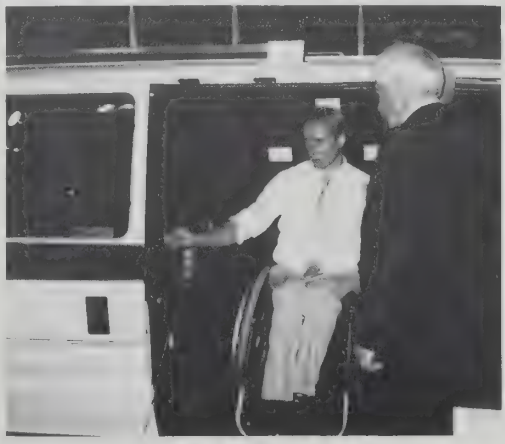
(Continued on Page 5)

At American Public Transit Association's annual convention — centered at San Francisco's Moscone Center (top) were (above right, left to right): Miriam Golikely, new Human Resources Vice-President; APTA Chairman Reba Malone; and District Director Linda Shepard.

Transit specialists who deal with legislation and regulations affecting operations and funding met for an APTA/UMTA updating on these matters. Present were Donn DesBoine and Curtis Goodenough (inset, left and right) of Administrative Projects.

District people added to and learned from SF-based APTA

(Continued from Page 4)



APTA ACTIVITIES — At EXPO '87 in San Francisco, Dr. Eleanor Ramsey (above right, at left), of Mason Tillman Associates, and AC Transit's Cynthia Dorsey review the program to help DBE/WBEs sell to transit systems. Under RTA contract (UMTA-funded, AC Transit-administered) the Berkeley businesswoman recruited 50 DBEs to showcase services and wares. James Lee, District accessible services coordinator, (bottom right) checks one of the lifts on display at transit's yearly showcase. Oakland Mayor Lionel Wilson (above, standing) was among local leaders attending APTA events. General Manager Gene Gardiner is in foreground.

Construction up-date

Focus is on Emeryville, Richmond

MAKING WAY — Destruction crews moved to raze the aged Emeryville Division buildings, which had been symbols of East Bay transportation since the mid-1930's. In the foreground center, workers view rubble which previously had been the maintenance shops and unit room on the historic site. The old second floor which once had housed Central Dispatch, Transportation Supervision and PBX/Information came down shortly after this photograph.

MOVING AHEAD — Revitalization of Richmond Division facilities continued during the Fall as the major reconstruction project moved toward its final year, with scheduled completion slated for the beginning of 1989. The new fuel island (above) provided the vantage point from which this picture was taken of the new yard, with the old maintenance shops in the background. The project is the first major upgrading of the facility since it became fully operational in 1947.

Two receive promotions

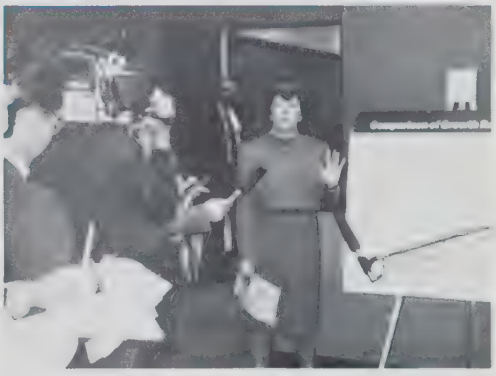
Dorothy Parrish

Ted Reynolds

Dorothy Parrish, previously training and education manager, became human resources manager November 1 — to head the personnel services staff at Oakland headquarters. She reports to *Michal Settles*, director of administration.

As announced by *Don Larson*, planning and analysis manager, *Ted Reynolds* has moved up to transportation planning advisor. He has been a planning staffer since 1977, serving as acting assistant manager for the past three years. He joined the District in 1958.

Sharing space



IN-HOUSE EVENT — Assemblywoman Delaine Eastin (D-Union City) joined other state legislators in hearings on CALTRANS construction project delays. District headquarters was site of this combined meeting of the Assembly Transportation Committee, of which Eastin is a member, and the California Little Hoover Commission (Commission on California State Government Organization and Economy.)

Our 'Stockholders' Write

After the Cal-San Jose State game, my son Robert wandered away. Robbie is retarded, and I feared that he had boarded a bus and was lost in a strange city.

I reported my problem to the supervisors who were directing your operations at College Avenue and Durant. They responded immediately, with professionalism and compassion. They took what appeared to be appropriate action, including one of the supervisors driving to Rockridge BART, where he had possibly gone. Certainly, driving down College Avenue after a football game is above and beyond the call of duty.

The only name I have is *Howard DuPuis,* who stayed with me for what was probably long after he would have driven home.

Apparently Robbie had crowded onto a bus. He eventually showed up at El Cerrito BART, where your agent found him.

I'm sure that you get complaints all the time over every fancied wrong. I just wanted you to know that you have some good people working for you.

Irwin F. Cohn
Sacramento

* * *

I wish to commend Operator *James Davis* as being a very courteous and careful driver.

I hope that you will train other drivers to follow in his footsteps. He made my day today!

George Hoshide
Oakland

I have had the good fortune to ride on the coach driven by *Mr. Robert A. White* on a number of occasions.

I have found him to be extremely friendly and helpful, not only to myself but to all the riders I have seen him interact with. He seems to enjoy his job and his passengers. This makes the bus ride more pleasant.

As a side issue, I have found that he is one of the few drivers who generally has his schedule bin filled with schedules. This is a small issue but very appreciated by us, the riders.

Stan Matsuoka
Oakland

* * *

A quick note of commendation for Driver *Norman Grant,* with whom I had the pleasure of riding on the bus down Broadway.

Norman has the touch of things years ago, when it seems drivers were courteous, informative and helpful.

Angie L. Zigenis
Port of Oakland

* * *

Just after purchasing my AC Transit pass, I lost it on a bus. The driver, *Claire Allen,* returned my lost pass to the office. I was able to pick it up the very next afternoon.

Mrs. L. B. Crowl
Oakland

Actions of the Board

At an adjourned regular meeting September 23, the Board of Directors:

- Approved specified actions in regard to Request for Proposal to be submitted to BART in connection with provision of selected bus service, on motion of Director Fajans.
- Authorized General Manager to issue Request for Proposal for technical and management assistance in developing Comprehensive Service Plan Project, on motion of Director Fajans.

* * *

At a regular meeting October 14, the Board of Directors:

- Approved amended Deficit Reduction Plan and scheduled November Public Hearing to receive public input on a slate of specified proposals under the plan, on motion of Director Rinehart (see story, Pg. 3).

Shared project

USERS' GUIDE — The second in a series of RTA Information Centers was unveiled at BART's Oakland City Center station by (from left) Mike Healy (BART); Marilyn Reynolds (MTC); and AC Transit's Mike Mills and George Grandison. These agencies jointly developed the center to give riders detailed route information plus computerized schedule data for both BART and AC Transit connecting bus service.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

1987 mobile Greeting Gives Season Salute

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1988

Board President's message

Trying period tests all at AC

In light of weeks-long disturbing publicity about our financial and organizational concerns, it's important to point out this District's daily achievement in pulling out over 700 buses and providing transportation to some 230,000 riders every weekday. That is a statistic of which employees, riders, and the general public can justly be proud.

It's equally important to note, as the year closes, that we at AC Transit have made important progress in various vital areas. We have turned the corner, and we're making major strides in achieving our crucial goal of balancing the FY 1987-88 budget.

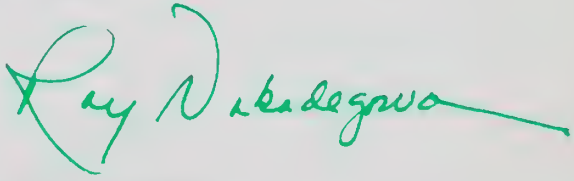
An independent auditor now puts the deficit at less than $800,000 (see Pg. 3 box) — far more manageable than the $11.8 million shortfall we originally faced. Reductions achieved to date are attributable to the initial Deficit Reduction Plan's cost-cutting efforts, plus benefits now accruing from early retirements and our efforts to garner additional revenues.

We are moving ahead also in other important areas of concern. The Board has selected an outside consultant to review the District's financial, management, operational and personnel functions to determine how we can do a better job. We expect the consultants to be here in January, providing guidance as we make the policy decisions necessary to maintain and improve the system (see Pg. 4 box).

In working to resolve the District's very real problems, we Directors truly appreciate the seriousness with which employees have joined in the energetic cost-cutting and productivity improvement efforts. What's more, we are fully aware of how this current restructuring period and its attendant relentless publicity have taken their toll: affecting morale, causing concern about the future, and contributing to feelings of doubt and dislocation.

To maintain a sense of proportion during this trying period, it is important to remember that AC Transit — like any large, complex organization, public or private — is undergoing a process which stems from changes in the economic marketplace and in societal patterns. The task of operating buses in the 1980s is vastly different and more complicated than it was even a decade ago — not to mention the contrast with the 1960s, when our operations began.

As we approach a new year, we Directors pledge our utmost efforts to easing existing problems and meeting the added challenges which the coming years are certain to bring.



Roy Nakadegawa
President, AC Transit Board of Directors

GM announces early retirement

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General Manager *Gene P. Gardiner* has announced his retirement, effective January 1, after more than 26 years of varied service to the District.

Working his way up from bus driver through a series of increasingly responsible positions, Gardiner was appointed top administrator by the Board of Directors August 29, 1986, after first serving as Acting General Manager.

"We all appreciate Gene's hard work," commented Board President *Roy Nakadegawa,* following the retirement announcement made at the November 24 meeting of Directors. "We will miss his dedicated service."

Gardiner began his transit career in 1961. Along the way, he carried out duties as road supervisor, dispatcher, planner, assistant research and planning manager, and operations center manager. One of his contributions in the 1970s was assisting other East Bay local bus networks get established through cooperation with AC Transit. He helped coordinate management and operations of such public transit providers in outlying areas of Alameda and Contra Costa Counties.

"I never lost sight of the idea we were here to serve the people," Gardiner said of his career. "I tried to tell the AC Transit story, which is centered on the concept of service to others."

A key responsibility during his period as General Manager has been deficit reduction, as actions were taken to offset dramatic shrinking of former monetary sources.

The District also completed major modernization at Emeryville and Hayward Divisions during Gardiner's tenure. Other noteworthy accomplishments: achievement of significant strides in the District's strategic planning efforts, and in expansion of previous public- and governmental-relations programs to establish vital new alliances with local, regional and state elected officials and opinion leaders.

Gardiner and wife Audrey are residents of San Leandro.

Gene P. Gardiner

Budget-balancing drive Paying off, say auditors

Actions in AC Transit's sweeping Deficit Reduction Plan appear to have closed much of the gap between available revenues and the operating budget.

"The latest financial reports from an outside auditor clearly show that the budget-balancing drive is working," General Manager *Gene Gardiner* reported to the Board of Directors at its November 18 meeting. "The current phase of the Deficit Reduction Plan will trim operating costs to match the revenues."

The financial report compiled by Oakland accountants Adams, Grant, Werner and Co. indicates that earlier budget-balancing actions cut operating expenses considerably in the first quarter of FY 1988, Gardiner reported. The accountants found that, as of September 30, the potential deficit had been reduced to about $2.4 million — a level which can be largely offset by a slate of other dollar-saving actions either now underway or proposed for early 1988.

Some service is cut; no fare hikes

Some service cuts were approved by the Board of Directors November 24, but the District's policy-makers decided to limit fare changes to transbay trips — the latter action providing actual fare cuts for some categories of Bay-crossing commuters. No fare increases were adopted.

Consultant selection made

The Board of Directors has selected Booz, Allen & Hamilton, Inc., one of the nation's leading mass transportation consulting firms, to provide a variety of short-term top level management services in coming months.

The Board's December 9 action requires the consulting firm to recommend an interim chief executive to replace retiring General Manager *Gene P. Gardiner.* The contract also would require in-depth analysis of the District's management staff, as well as all financial, operational and personnel functions and procedures.

Additionally, the consultants will be expected to undertake immediate efforts to cut costs even more, improve performance, and help formulate a long-range action plan.

The service changes, effective December 13, are among recent key Board decisions toward balancing the FY 1987-88 budget. They include:

- Discontinuing transbay lines RD, RF and RH from Southern Alameda County since alternative public transit services to San Francisco are available on BART.
- Curtailing Line K operations to only weekday commute hours.
- Changing frequency on Line F from 15-minute to 20-minute intervals on weekends and holidays.

The Board acted to streamline its adult transbay fare schedule, with the new system taking effect January 1. Previous zone charges based on distance traveled were dropped in favor of a single round-trip fare of $3. That round-trip fare, however, includes a direction-based differential: westbound transbay commuters will be paying $1, while patrons heading east will feed $2 into the farebox.

These newest actions are part of an overall plan to balance the District's $117 million budget. Other previously announced dollar-trimming actions include layoff of more than 130 employees, reduction of lightly-patronized bus runs, and curtailment of expenditures not directly related to on-street service. Even earlier, the employee rolls were trimmed by voluntary early retirement of some two-dozen workers.

Directors name Interim choice For legal post

R. L. Kassis

Richard L. Kassis, who joined AC Transit's legal staff in 1973, was appointed interim Attorney for the District during the Board of Directors' November 18th meeting.

A resident of Emeryville, Kassis graduated from the University of California at Berkeley and earned his legal degree at McGeorge School of Law in Sacramento. He succeeds *Richard W. Meier,* Attorney for the District since 1980.

Retired driver Perdue dies

Orlin Perdue, 67, who was a Newark Division driver when he retired in 1979, died October 26 at his home in San Leandro.

At the time of retirement, he had completed 18 years of transit service.

Perdue's surviving family include his widow, Audrey, and five children: John, Orlin, Kelly, Mark and Suzette.

Job excellence: four employees honored

Plaques, savings bonds, academic scholarships, and special work-site ceremonies are some of the rewards earned by employees who are nominated and chosen by a selection committee for the title "Employee of the Quarter." Crowning event in the Human Resources Department program to spot-light exemplary on-the-job performers is announcement of an "Employee of the Year" each January. Previous winners of "Employee of the Year" were Mechanic *Herman Lawrence,* Emeryville Division; and Richmond Division Driver *James Taylor.*

SWEET RECOGNITION — Emeryville Driver Robert A. White prepares to carve the cake which notes his selection as "Bus Driver of the Quarter." Since joining the District in 1984, his nomination stated, White has built a solid record, eliciting a number of passenger commendations.

EARNING HONORS — The most recent group of Employee Recognition Program honorees starred at divisional ceremonies in late Fall. The selectees include (center left) Debbie Johnson, East Oakland senior maintenance clerk, who received her "Clerical Employee of the Quarter" plaque from Director of Operations George Grandison (right), with General Superintendent Keith Steckley (left) observing, along with her son, John. Charles Stafford (above left) — named "Non-Union Employee of the Quarter" — is congratulated by Emeryville General Superintendent Tom Swanson, who nominated the foreman for "hard work and dedication." K. L. Cahill (above right) accepts his plaque for "Mechanic of the Quarter" from Grandison. Though an employee only since 1985, Cahill (Mechanic AA Leadman) was praised for being, according to the nomination, "an invaluable asset to the Maintenance department."

Joint efforts expand transit usage

Faced with continually shrinking financial support from federal and state sources, AC Transit has turned increasingly to partnerships with private enterprise to promote public transit use. One key to private developers' interests in such cooperative arrangements is survey results, which repeatedly report that transportation is a top concern of Bay Area citizens.

Most recently, bus service to two real estate developments has evolved from mutual agreements between private developer and public entity. The pair of joint public-private contracts in Richmond and Alameda were reviewed by District Directors in November. Both actions involve extension of existing bus routes, obviously requiring less effort and expense by the District than if the arrangement had entailed establishing an entirely new line.

In such cases, the developers help "underwrite" the service by agreeing to purchase a set number of monthly passes over a period of time. The developer may then either distribute the passes without charge or collect a fee (stipulating to the District that any fee cannot exceed the face value of the pass).

Such arrangements offer AC Transit an assured, stable financial base for provision of the added service. Also, certain promotional, advertising or marketing expenses may be underwritten by the developer.

Benefits accruing to the developer include assured service to the site, making it more attractive to potential buyers or renters. Such service is guaranteed to remain in effect during the life of the contract, which, in the case of Richmond's Marina Bay and Lincoln Development, is for three years.

In Alameda, where Harbor Bay Business park is benefiting from an extension of Line 63, details were worked out on the basis of an earlier agreement between the District and the same private developer: to extend Line 42 to Marina Village at the other end of the island community.

The new Oakland Downtown Shuttle — joint effort of city business interests and AC Transit — is another example of mutually beneficial results achieved through private enterprise/public agency cooperation.

Increased attention to private sector liaison efforts is expected to continue in the future.

Retiring old buses Is District intent

AC Transit is moving toward purchase of 56 new buses to be used as replacements for aging equipment, some of which has served for as many as a million miles and exceeds 15 years of age.

In early November, District Directors passed a resolution enabling AC Transit to proceed with seeking nearly $2 million from the Metropolitan Transportation Commission, the regional planning and financing agency for Bay Area public transit.

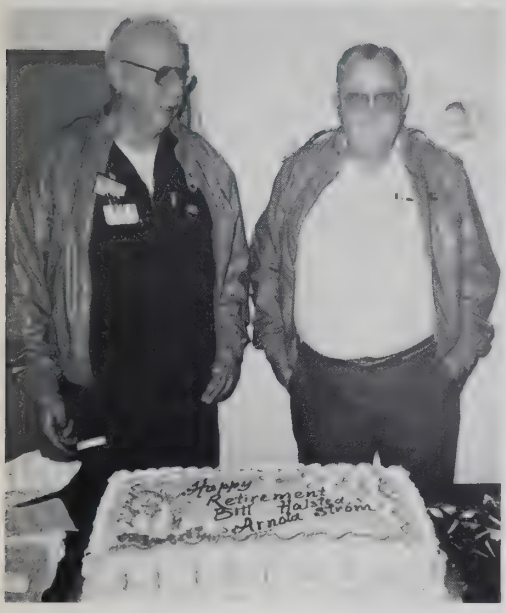
The amount sought from the MTC — $1,764,000 — would come from transit's share of California toll bridge revenues and would represent the 20% of "local funding" which the federal government requires before it will agree to underwrite the balance of the capital expenditure.

If funding is approved by the MTC, actual purchase of the buses would take place in early 1988, with delivery expected by the end of 1989.

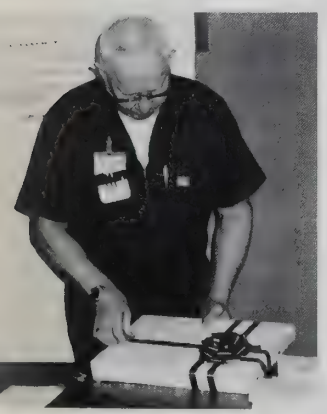
THE COVER — Though the bus riding routine for District passengers is subject to such time-induced changes as different coach models and different drivers, at least one calendar-based factor can be expected to remain constant: the holiday season greeting-card-on-wheels, which is introduced into service as a long-standing tradition. As seen here, the cheerful coaches convey the District's greetings to patrons and public, whether viewers chance to catch sight of the special buses from front, rear or side. For the Maintenance decorating team, see Pg. 9.

Three transportation veterans wrap up careers

Combined service: 72 years!



LONGEVITY CELEBRATION — Central Maintenance employees William C. "Bill" Halsted (left) and Arnold I. Strom were honored at a retirement ceremony December 3 at the East Oakland facility. Halsted came to work for AC Transit's predecessor June 21, 1945, while Strom became an employee November 12, 1957. Both are classified as Mechanic AA.



FAREWELL GIFTS — Honors accorded the pair included (left) fellow workers' presents, here being tackled by Halsted; and AC Transit retirement pins (below, being presented to Strom by Maintenance Operations Manager Frank Johnson).

Minear tenure: 1930-1987

With the retirement, after 57 years, of East Oakland Assistant Superintendent *Les Minear* (at right, receiving pin from General Superintendent *Keith Steckly)* the District loses a key link with the eventful era of Bay Area transportation long predating AC Transit's own emergence, in 1960, as a publicly-owned bus system.

Minear's service dates from November 18, 1930 when (still a 17-year-old student) he became a collector on Key System trains. In the years that followed, his jobs were as varied as the modes of transit which then provided mobility for Bay Area citizens. His last stint with the trains was just before World War II. As bus driver, then supervisor, he survived the grueling wartime six-day work week without missing a single shift because of illness.

With such a background, plus a great memory, Minear has become a prime reference source on regional transit history.

STREAMLINED SETTING — AC Transit's bright and pleasant patron lobby at the new General Offices on Franklin Street, Oakland, provides riders with markedly improved surroundings from the cramped and out-moded Latham Square Building facilities, from which the District moved in June. Transit users seeking monthly passes, securing discount identification cards, retrieving articles from lost and found, or simply picking up schedule and route information now do so in a spacious, high-ceilinged lobby where customer services clerks await. The more efficient lay-out and size of the lobby enables greater numbers of bus riders to get information and materials more speedily for optimal use of the transit system serving both residents and visitors to the East Bay. Those patrons who experienced long, end-of-the-month line-ups and attendant confusion of pass-buying at the old location have been highly complimentary of the streamlined new service lobby.

HOLIDAYS SPIRIT — Mamie Lewis (left) and Adrienna Stafford were among the many District employees generously donating food for those fellow citizens in need at Thanksgiving. The contributions from AC Transit people were part of an East Bay canned goods drive sponsored by the Sharing and Caring Committee and Assemblyman Elihu M. Harris (D-Oakland). The in-house donations drive was coordinated by the Human Resources Department.

NEW THREADS — Hayward Division Driver Arlee Young models new uniform jacket and pants. The grey-blue tailored blazer and slacks will be available for purchase February 15. Made of a rayon-wool blend, the material for the uniforms is especially durable. Style and color were selected following presentation of samples for evaluation at the District's operating divisions. Optional blazers are available for women, and men may elect Eisenhower-style jackets. Both styles sell for $120. Three types of headwear meet regulations: a woman's beret, a baseball cap, and the smaller ascot cap.

EXTERIOR DECORATORS — Central Maintenance employees, continuing a long tradition, pose before their 1987 holiday season artistic efforts. Helping put the cheerful buses on the road were (standing, from left) Charles Haile, Chuck Bieneman, Melvin Brown, Clarence Norris and Richard Hans; (kneeling, from left) Rick Crouse, Rich Cardoza, Allen Perry, Furley Jackson, and Marvin Middaugh.

Grievance panel set For management ranks

Five District employees have been elected to the recently established management Non-disciplinary Grievance Panel.

Panelists will begin meeting on the second and fourth Thursday of each month starting January 14.

Chosen to hear management personnel concerns about work-related problems are *Steve Black,* of Central Dispatch; *Carmen Kissinger,* Purchasing Department; and *Kathleen Lewis,* Affirmative Action. Elected as alternate panel members are *Glen Purdy,* Central Dispatch; and *Jack Patterson,* Emeryville Division.

The new procedure for providing an entity for discussion of concerns — and possible resolution — was designed to maintain and improve effective and open communication.

However, the panel will not review problems involving affirmative action, discipline or performance appraisal.

Among possible areas appropriate for the panel are safety, health, compensatory time, vacations, and other work environment issues. Members were elected by others within the management staff.

Comprehensive Service Plan

AC Transit's Board of Directors yesterday has selected a team of experts from Parsons, Brinkerhoff, Quade and Douglas, Inc., to provide technical assistance as well as management services for the System's sweeping Comprehensive Service Plan (CSP) process.

Much of the preparatory work has been performed by AC Transit. The Board's December 9 action now augments the District's limited staff resources by bringing into the CSP process top-notch technical and managerial support from a San Francisco-based firm with engineering and planning expertise that's earned international recognition.

This ambitious plan encompasses overhaul of the bus routes and schedules serving the entire metropolitan East Bay.

Board Actions

(Continued from back cover)

- Adopted resolution authorizing filing of claim with Metropolitan Transportation Commission for matching-funds allocation from toll bridge revenues, on motion of Director Rinehart.

* * *

At an adjourned regular meeting November 18, the Board of Directors:

- Authorized General Manager to issue Request for Proposal for a District communications network and to enter into lease agreement to achieve cost-savings on current telephone equipment, on motion of Director Fajans.
- Scheduled December 9 Planning, Development and Operations Committee meeting to interview and select consultant to provide project management and technical assistance in connection with Comprehensive Service Plan (see box, below).
- Reduced expense budgets by 50 percent of Board of Directors and Office of District Secretary; established specified annual travel expense ceiling for Directors; amended Board's travel and personal expense procedures, on motion of Director Shepard.

* * *

At an adjourned regular meeting November 24, the Board of Directors:

- Modified transbay fare structure, eliminating distance-based zone differential and adopting flat rates of $1 westbound and $2 eastbound; approved specified service adjustments, on motions of Directors Wiggins and Fajans (see story, Pg. 4).
- Acted to proceed with selection process for management consulting services, on motion of Director Wiggins.
- Accepted retirement of General Manager, effective January 1, on motion of Director Bettencourt (see story, Pg. 3).

Our 'Stockholders' Write

I am pleased to write this commendation regarding *John Underwood,* a driver on the 21 bus which serves students at our school.

John recently found a wallet containing money and personal information. The wallet belongs to one of our students. John brought it to my office and the student regained his possessions.

Kudos, gratitude and recognition of John are very much in order.

Patricia Geister, Principal
Moreau High School, Hayward

* * *

Having used Park Boulevard transit for 50 years, just a happy comment.

I boarded a 16 bus whose driver *(Shola Adediran)* operated very carefully; and, in one incident, quick thinking and very careful driving brought us safely on the way.

His attention to passengers was pleasant. His stops and approaches to curbs were very well done.

Marie Lee
Oakland

* * *

I believe in public transportation. When I lived in Fremont, I would take Line 28 every day. Nice bus line.

I love the buses and would like to get models of them. Please let me know where I can get models of AC Transit buses.

Denis P. Brown
San Jose

I would like to commend *Mr. Compton Gault* and *Ms. Rita Wells* for the quick and professional way in which they handled my problem when I left my wallet and credit card in the bus by mistake.

When I discovered this, about half an hour later, I called AC Transit information and spoke to Rita. She, with the help of Mr. Gault, was able to locate my wallet and card, and I was able to retrieve them within an hour on the return bus.

Their concern and conscientious effort saved me money and precious time. They are certainly a credit to AC Transit!

Eve Steiner
Alameda

* * *

This letter is to express my gratitude for my bus driver every morning on the PE line.

I have observed her *(Josephine Kimbrough)* to always be polite, courteous, and considerate to every rider. I can say, also, that my ride to the BART station in Concord is a pleasant, safe one.

I feel Josephine's conduct is exemplary.

Beverly Noffa
Pittsburg

* * *

I would like to commend one of your bus drivers.

He *(Ronal Boothe)* was courteous, helpful and thoughful of his passengers. He certainly is an ambassador of good will.

Mary Ella Johnston
Kensington

Actions of the Board

At an adjourned regular meeting October 28, the Board of Directors:

- Approved specified amendment to Classification/Compensation Study; approved District Reorganization Chart, with specified revisions; authorized General Manager to enter into professional services agreement with Peat Marwick for appraisal of a benefits package program, on motion of Director Shepard.

* * *

At an adjourned regular meeting November 10, the Board of Directors:

- Adopted resolution expressing congratulations and best wishes to Les Minear on the occasion of his retirement after more than a half-century of service in transportation, on motion of Director Nakadegawa.
- Authorized General Manager to contract for graphic arts services in connection with preparation of Comprehensive Service Plan route map, on motion of Director Wiggins.
- Approved retention of consultant services for final phase of management performance evaluation training, on motion of Director Shepard.
- Approved extending Line 63 to provide commute-hour service to Harbor Bay Business Park, on motion of Director Fajans.
- Approved extending Line 10 to provide commute-hour service to Marina Bay Development, on motion of Director Fajans.
- Approved specified Discount Card Program modifications, on motion of Director Fajans.

(Continued on Page 10)

Transit-Times

Published monthly by the
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
1600 Franklin St., Oakland, California 94612-2806
Telephone (415) 891-4777

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